

# Rowyn Levato

Call Center Analyst

Dear Doreen Carballo,

I am writing to express my interest in the Call Center Analyst position at Teleperformance, as advertised. With a solid background in customer service analytics and a proven track record of enhancing call center operations, I am excited about the opportunity to contribute to your team. My five years of experience at Convergys have equipped me with a wealth of knowledge and skills that I am eager to apply to new challenges at Teleperformance.

Throughout my tenure at Convergys, I have honed my abilities in data analysis, reporting, and performance optimization. I have a strong understanding of key call center metrics and how they relate to overall business objectives. My role involved conducting in-depth analysis of call center trends, identifying areas for improvement, and recommending actionable solutions to increase efficiency, reduce costs, and improve customer satisfaction. I am proud to have been part of initiatives that led to significant improvements in service level agreements and customer experience scores.

I am adept at using a variety of analytical tools and software to monitor agent performance and call center operations. My expertise extends to designing and implementing training programs that enhance agent skills and drive performance. I have also been actively involved in workforce management, ensuring that staffing levels are optimized to meet call volume demands without compromising service quality.

My approach to call center analysis is collaborative and results-driven. I am accustomed to working closely with cross-functional teams, including IT, HR, and operations, to ensure that data-driven insights are translated into effective strategies. I am confident that my ability to communicate complex data in an understandable and actionable manner will be an asset to Teleperformance.

I am particularly impressed by Teleperformance's commitment to innovation and customer excellence. I am eager to bring my analytical skills and passion for continuous improvement to your esteemed company. I am looking forward to the possibility of discussing how my experience and vision can align with the goals of Teleperformance.

Thank you for considering my application. I am excited about the opportunity to further discuss how I can contribute to the success of your call center operations.

Warm regards,

Rowyn Levato

**To**

Teleperformance  
Doreen Carballo

**From**

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