

Osanna Bony

Director of Customer Service

Dear Michaele Tweten,

I am writing to express my interest in the Director of Customer Service position at Comcast Corporation. With a solid background in hospitality and customer service management, honed over five years at Marriott International, I am excited about the opportunity to bring my expertise to an innovative and customer-focused company like Comcast.

During my tenure at Marriott International, I successfully led a diverse team to achieve and maintain the highest standards of customer service. My role involved strategic planning to enhance customer satisfaction, implementing training programs to improve service delivery, and analyzing customer feedback to drive continuous improvement. My commitment to excellence in service has been recognized through various awards and consistent positive feedback from both customers and senior management.

One of the key achievements in my previous role was the development and execution of a customer service strategy that resulted in a 20% increase in customer satisfaction scores within a year. This was a direct result of collaborative efforts with multiple departments to streamline processes and ensure a seamless experience for our guests. Additionally, I have been instrumental in integrating new technologies to better track and respond to customer inquiries, which significantly reduced response times and improved overall service efficiency.

I am particularly drawn to the opportunity at Comcast because of your company's reputation for putting customers first and driving innovation in the telecommunications industry. I am eager to contribute my skills in team leadership, problem resolution, and customer relationship management to further enhance Comcast's service delivery. Moreover, I am excited about the potential to work in an environment that values proactive customer service and is committed to staying ahead of industry trends.

I am confident that my proactive approach to customer service, combined with my passion for leading and motivating teams to achieve excellence, would make me a valuable asset to Comcast Corporation. I am looking forward to the opportunity to discuss how my experience and vision can align with the goals of your customer service department.

Thank you for considering my application. I am looking forward to the possibility of contributing to the continued success of Comcast Corporation.

Warm regards,

Osanna Bony

To

Comcast Corporation
Michaele Tweten

From

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