Tommy Callahan

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September 4, 2019

Mr. Ray Zalinsky
Zalinsky Auto Parts
4325 Madison St
Chicago, IL 60603

Good Day ,

Please accept my enclosed application for the Customer Service Representative position at Zalinsky Auto Parts. As a Salesman at Callahan Auto, I spent less than one year honing my ability to handle surprises and closing skills. Your job posting specified the following qualifications:

- Ability to handle irate customers.

- Experience with conflict resolution, and the ability to maintain a calm, cool, and collected demeanor under intense verbal abuse.

As you can see from my enclosed resume, I have the following experience:

- When my dad, Big Tom, passed away, most of our customers lost confidence in Callahan Auto. I was able to restore stability and we did not lose a single customer.

- My right hand man, Richard, can be a real wise acre at times, and sometimes borderline verbally abusive. I've grown thick skin (yes, he'd have a remark about that characterization) over the years and can handle personality types of all sorts.

Given these requirements, I am certain that I have the necessary skills to successfully do the job adeptly and perform above expectations.

After reviewing my enclosed resume and LinkedIn profile (please see above) I believe you will find I have the qualities you are looking for. I look forward to discussing the position, and will follow up with you in the near future.

Best Wishes,
Tommy Callahan