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To whom it may concern,

I am writing to apply for the role of Customer Service Adviser as advertised online. Please see my attached CV for your consideration.

As a current and dedicated member of Northumbria University staff, I believe to be a very suitable candidate for the role. My CV demonstrates the skills and knowledge that I have acquired during my time here at the institution and in previous employment.

I have solid knowledge of IT systems, excellent time management skills and the ability to prioritise workloads.

I am good at problem solving and have genuine passion and belief in providing an excellent customer service. I take immense pride in my work, driving results and enjoy being part of a team.

In extent of my university duties, I own my own cake business. This has enabled me to explore and practice my creative side as well as master my organisational and financial administrative skills. I have also taken part in television and radio work, which is a reflection on my outgoing, confident personality.

Thank you for your time and consideration and I look forward to discussing my application further with you.

Yours Sincerely

Carla O'Donnell