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Kimberley, Northern Cape
13 August 2026

Hiring Manager
CustomerCare Solutions
Kimberley

Re: Application for Customer Service Agent – Ref CCS-CSA-18

Dear Hiring Manager,

I am applying for the Customer Service Agent position advertised on your careers page. I am making a career change from retail sales to customer support because I want to focus on solving customer problems from start to finish, not only on sales. My retail background has given me strong communication skills, experience handling complaints professionally, and the ability to work to targets and procedures.

In my current role as a Sales Assistant, I have developed skills that match a call centre environment:

- **Customer problem-solving:** I assist customers with product issues, returns and exchanges by listening carefully, clarifying the problem, and following store policies to reach a fair outcome.
- **Clear communication and professionalism:** I communicate confidently in English and keep a calm tone during difficult conversations, including peak periods and high-pressure days.
- **Process and accuracy:** I capture customer details, complete return forms, and make sure supporting documents are correct. This attention to detail helps prevent errors and repeat queries.

I am particularly interested in CustomerCare Solutions because the role emphasises quality service and consistent processes, which suits my strengths. I am ready to learn your systems quickly, and I am comfortable working shifts and meeting performance standards.

My CV is attached. I am available for interviews on short notice and can start within [your notice period]. Thank you for considering my application.

Kind regards,
Aisha Naidoo

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