# Alani Jenkins

Customer Service Representative, Overnights


## Contact

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## JUNE 14, 2026

Brightway Retail Solutions
Hiring Manager
Chicago
IL

Dear Hiring Manager,

I am pleased to submit my application for the Customer Service Representative position at Brightway Retail Solutions. This role suits my dedication to customer support and aligns with my experiences in retail.

I have spent over three years in customer service positions, cultivating my communication skills while maintaining an upbeat attitude. During my current tenure at Brightside Retail Co., I consistently exceed sales targets while creating lasting connections with customers.

At Sunrise Convenience Stores, I adapted swiftly to various challenges. Often, I faced busy shifts, juggling tasks with a smile, which resulted in improved customer interactions and satisfaction scores.

Through teamwork, I learned how to foster an enthusiastic atmosphere, encouraging both customers and colleagues. My approach always aims to provide assistance while creating a welcoming environment.

In seeking growth, I aim to contribute to Brightway, leveraging my background to enhance the existing customer service ethos. I am eager to take on new responsibilities in a stimulating environment.

Thank you for considering my application.

Sincerely,

Alani Jenkins

**Alani Jenkins**