



Brayden Horn

Technical Customer Care Representative I

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Hiring Manager
MCI Solutions
Jackson, TN

Dear Hiring Manager,

I am excited to express my interest in the Technical Customer Care Representative I position at MCI Solutions, where I can leverage my two years of experience in customer support and technical environments to enhance client satisfaction while troubleshooting VoIP Phones and high-definition video services.

MCI's innovative approach in the rapidly evolving tech landscape resonates deeply with me, as I believe my knack for problem-solving will find a perfect match in your call center's commitment to delivering efficient service. This opportunity to assist customers, mitigate disruptions, and ensure seamless connectivity truly excites me.

Throughout my career, I have continuously strived to connect people with the support they need; at Tech Solutions Inc., I resolved inquiries effectively and maintained a 95% customer satisfaction rating, showcasing my dedication to service excellence and collaborative teamwork.

I appreciate the technical challenges involved in supporting VoIP and video services—I find excitement in dissecting complex issues and implementing swift resolutions. While I tend to feel hesitant when facing new obstacles, this only fuels my motivation to learn and develop professionally alongside a talented team.

Thank you for your time and consideration.

Sincerely,

Brayden Horn

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