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TO

Jim Oebker, Senior Human Resources Manager

American Airlines
2401 S Smith Blvd
Arlington, VA 22202

Dear Mr. Oebker:

January 18, 2023

The more I hear about your Let Good Take Flight initiative and your partnership with the American Red Cross, the more eager I am to join your team. I grew up volunteering with the Red Cross in my home country of Czechia, and I want a career that will allow me to help others through my work and support my volunteer efforts to give aid where needed most. With four years of customer service experience and prior knowledge of airline procedures, I look forward to strengthening your humanitarian efforts and making your customer service dreams take flight.

As a customer support representative at Soarin' Airlines, I provided end-to-end quality customer service and built lasting relationships between Soarin's customer service team and our customers. Through my efforts, we experienced higher customer interest and engagement levels than in the past five years. By the end of my time there, our client base had grown by 8 percent and our churn rate dropped to 3 percent.

In my latest position as the customer service manager at Levi Strauss & Co, I established monthly goals for my team in accordance with safety requirements, and along with the store manager, conducted frequent observations to provide formal feedback on performance. Beyond just providing feedback, I individually coached struggling team members, which decreased employee turnover rates by 37 percent, increased resolution rates by 23 percent, and consistently exceeded monthly revenue goals.

I believe relationships are the most important part of any job, especially in aerospace, a dynamic, fast-paced environment that deals with a high volume of customers. I know I can build a stronger team and ensure customer loyalty as your customer service manager at American Airlines. Thank you for reviewing my application, and I look forward to discussing our passion for quality customer care in the near future.

Best regards,

Ivona Hennigar

ENCLOSURE

Resume

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