
Susan Jacobsen

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April 26, 2005

Mr. Tom O'Kane
Head of Human Resources
Firmenich Incorporated
P.O. Box 5880
Princeton, NJ 08543

Dear Mr. O'Kane,

Kirsten Alexander of Human Resources suggested that I contact you in regard to applying for a position as an **Administrative Manager**. If you have need of a well-qualified professional with **German and French language skills** and experience in office administration, customer service, sales, training, and marketing, then we have good reason to meet.

My résumé is enclosed for your review. Highlights include:

- ☑ Over eight years' experience in organization, coordination, communication, and customer service with Charmareaux, an international exporter of consumer goods. Consistent focus on creating and maintaining profitable client relationships. Supervised and trained 15 administrative assistants and customer service reps in stellar client communications.
- ☑ A resourceful problem-solver with a track record of getting positive results, including a record-setting 75% collection rate on accounts 90 days past due.
- ☑ Ability to build confidence and trust at all levels with domestic and international customers, and demonstrated experience in promoting results-oriented environments. Achieved lowest turnover rate for administrative assistants and customer service reps in company's history.
- ☑ Proven communication skills, including fluency in French and German. Up-to-date technology skills in MS Office Suite (Word, Excel, Access, PowerPoint, Outlook), Internet, email and multiple peripherals (fax machines, scanners, digital cameras, and printers).

My career success has been due in large part to supporting teams, as well as internal and external customer relationships, and tackling persistent problem areas with creative approaches. I am seeking the opportunity to transition my experience, skills and enthusiasm into a new organization where I can have an impact on company growth.

I will call your office next week to answer any initial questions you may have, and to set up a mutually convenient appointment. Thank you for your consideration.

Sincerely,

Susan Jacobsen
Enc. RESUME

"Susan's concern for the customer and her organization strengths have sustained our confidence in Charmareaux's commitment to quality service AND delivery. We simply would not use another source." – Georges Damieau, VP of Operations, Marketplace Francais
