

IGOR HORVAT

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Chatterbox

Eileen Thomas

363 West End Lane

London, NW6 1LP

Zagreb, Croatia, 4. ožujka 2026.

Re: Application for the position of a customer service representative

Dear Mrs Thomas,

I regularly monitor the JobsNow employment agency website, and today I saw that you are looking for a customer service representative for your telecom company. I wish to express my interest in this position.

I am currently in my third year of an MS in Marketing at Faculty of Economics, University of Zagreb and would like to work in a role that will complement my studies. The position of customer service representative offers experience and learning opportunities that will benefit me in my studies and career.

Clear and accurate communication is important to me. It is an essential bridge between a company and its customers and also between colleagues. Communicating effectively is something that I am conscious of in all that I do, so a role in customer service would be ideal.

I am a customer-oriented person with well-developed active listening skills. When a problem is presented, I think in terms of solutions. I have a good command of English and Croatian in both speaking and writing.

I would appreciate the opportunity to elaborate on the attached CV in an interview. I look forward to your response.

Kind regards,

Igor Horvat

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