

# Oliver Hudson

## Address

London, United Kingdom

## Contact

example@cvmaker.uk

+44 1214960509

11 August 2025

## Application: Call Centre Agent position at Connells Group

Dear Hiring Manager,

I am writing to express my interest in the Call Centre Agent position at Connells Group. With over two years of experience working at Tesco as a customer assistant, I have developed strong communication skills, patience, and the ability to resolve customer issues effectively, qualities I believe will transfer well to this role.

At Tesco, I regularly assisted clients with inquiries, managed transactions, and handled complaints with professionalism and empathy. I was recognised twice as "Employee of the Month" for consistently delivering friendly and efficient service during busy periods. Additionally, I helped train new team members on customer service protocols, which improved our department's overall performance.

I am particularly drawn to Connells Group because of your excellent reputation for supporting clients through significant life events. I am eager to apply my retail experience and commitment to customer care in a new environment and grow my skills within your team.

Thank you for considering my application. I look forward to the opportunity to discuss how I can contribute to Connells Group's ongoing success.

Sincerely,  
Oliver Hudson