

# Gao Fukumoto

Customer Service Representative

Dear Crista Wubker,

I am thrilled to apply for the Customer Service Representative role at Amazon. The opportunity to contribute to a company renowned for its commitment to customer obsession is incredibly exciting for me.

With over seven years of experience at American Express, I have honed my skills in delivering exceptional customer service and resolving complex issues, all while maintaining a high level of professionalism and empathy.

Some key achievements from my previous roles include:

- Spearheaded a team initiative that resulted in a **25% increase in customer satisfaction** scores within six months.
- Implemented a new training program for onboarding, leading to a **40% reduction in new hire ramp-up time**.
- Successfully managed a portfolio of high-value clients, achieving a **98% client retention rate** year over year.
- Led a project that streamlined the complaint resolution process, cutting resolution time by **30%**.

My expertise in handling high-pressure situations, coupled with my certification in advanced conflict resolution, positions me well to excel in this role. I am also known for my ability to motivate teams and drive results through effective communication and leadership.

Additional qualifications include:

- **Certified Customer Service Professional (CCSP)** from the International Customer Service Association.
- Recipient of the **American Express Platinum Award** for outstanding service in 2021.
- Volunteered as a community mentor, focusing on career development for young professionals.

Amazon's dedication to innovation and its customer-first values resonate deeply with my own professional philosophy. I am particularly drawn to your recent efforts in enhancing customer engagement through technology, and I am eager to contribute to these initiatives.

Thank you for considering my application. I am enthusiastic about the possibility of discussing how I can contribute to Amazon's continued success.

Warm regards,

To

Crista Wubker  
Amazon  
4100 Worth Avenue, Columbus, OH

From

Gao Fukumoto  
Tampa, FL  
(670) 449-1503  
[gao.fukumoto@gmail.com](mailto:gao.fukumoto@gmail.com)