0406 532 730 [mr.ianrichardson@gmail.com](mailto:mr.ianrichardson@gmail.com) Farmborough Heights NSW

**ian richardson**

to

Hiring Manager

bisalloy

Job Ref: Customer Service Coordinator

To The Hiring Manager,

I am writing to apply for the position of Customer Service Coordinator at Bisalloy which you have advertised online at SEEK. The job description you have provided with this position is a perfect match to my background and experience and I would appreciate the opportunity to become a valuable member of your team.

I am a seasoned Administrative Officer with over 15 years of high-level experience in a variety of areas including but not limited to rostering, payroll, employee/client record management and security, production planning, stock control, and general office administration tasks which uniquely qualifies me for this position.

I also have a solid background talking with customers face to face and over the phone, dealing with their enquiries and finding resolutions, which I gained through my role as Duty Manager/Customer Assistant at Dan Murphy’s.

I have enclosed my CV to support my application. It shows that I would bring important skills to the position, including:

* Managed multiple payrolls in a payroll outsourcing department with total payrolls exceeding $30,000,000, This required high attention to details, strong organisations skills, proactive problem solver, keep focused under time pressures, and the ability to work autonomously especially during COVID when we had to work from a home office.
* Skilled at using and adapting to software doing corrective and preventative support to end users, report generation, new feature implementation, and writing of procedure manuals in accordance with ISO9001 so end users could use software and perform time critical tasks. I’ve used Microsoft 365 and all its applications extensively.
* Production and planning and scheduling of major components for the Tangara train gearboxes. This included liaising with management, production staff, warehousing and contact deliverables to ensure critical delivery deadlines were met.

Enclosed is my CV for your review. I look forward to meeting with you to discuss this position further.

Thank you for considering my qualifications for the Customer Service Coordinator position at Bisalloy.

Yours Sincerely

Ian Richardson

from

Ian Richardson

**DATE**

Tuesday, 16 August 2022