

Casey Rivera

ADMINISTRATIVE ASSISTANT

Birmingham, AL | casey.rivera@example.com

Westhaven Community Programs

Application for Administrative Assistant

Dear Hiring Team,

I am applying for the Administrative Assistant role at Westhaven Community Programs, bringing experience maintaining customer records and preparing routine correspondence.

At Birchline Home Goods, I document customer questions, actions taken, and next steps in Zendesk, with links to the relevant orders. When a case remains unresolved at the end of a shift, I leave ticket links and the next action in a handoff note. I would bring that approach to recording inquiries and passing clear information to your colleagues.

I also prepare return instructions using an existing Word template. Before sending them, I check the customer and order details against the order record. Your vacancy calls for routine letters prepared from established templates, and I would apply the same habit of checking the source details when preparing those documents.

I would welcome the opportunity to discuss the position and the training available for shared-calendar work. Thank you for considering my application.

Sincerely,

Casey Rivera