

December 8, 2004

Mr. David Keller
Director of Human Resources
Human Resources Department
Financial Bank of New York
77 Water Street
New York, NY 10020

Dear Mr. Keller:

After many years of working directly with people in diverse professional settings, I am seeking to leverage my experience in a customer service position within the field of banking at the branch level. For this reason, I was excited to learn that your branch is currently seeking a customer service representative, and would very much like to be considered as a strong candidate.

Ideally, this position will allow me the opportunity to utilize my experience gained as an assistant manager with Coffee Table Books. In this capacity, I co-managed this flagship store in all areas of customer relations, sales generation and reporting, banking, workflow management, staff training and supervision, and problem resolution. Additional experience includes working in restaurant management and, currently, as an independent sales and marketing coordinator for artists, authors, and small business owners. In this position, I have succeeded in positioning my clients for career growth through coordination of unique public relations opportunities.

Much of my experience is transferable, specifically in the areas of sales and customer service support; however, I look forward to learning broad areas of relationship banking, cross-selling of banking products and services, and banking principals. Given the opportunity, I am confident that my experience and personable disposition would be an asset to your branch.

For your convenience, I have attached my resume for your review. Realizing the limitations of the written page, I would welcome the opportunity to participate in a personal interview to answer any of your questions and better present my qualifications. Thank you for your time and consideration. I look forward to speaking with you soon.

Sincerely,

Joyce Barnes