



# Thao Walton

## Senior Customer Service Associate

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JUNE 15, 2026

Hiring Manager  
Powerhouse Solutions  
Chicago, IL

Dear Hiring Manager,

I am excited to express my interest in the Senior Customer Service Associate role at Powerhouse Solutions, as this position perfectly matches my skills and ambition. My background in customer service has equipped me with the tools to tackle problems and improve experiences.

Powerhouse Solutions emphasizes inquiry and improvement, a principle I hold dear. In my current role, I analyze data trends to create actionable recommendations. Investigating compliance issues further enhances my effectiveness.

At Innovative Solutions Inc., I improved satisfaction ratings by spearheading initiatives that bridged communication gaps. Data analysis revealed key areas needing attention, and I was able to drive impactful changes swiftly.

I believe in building strong relationships. A significant project required collaboration with various teams. This led to a 30% increase in successful order fulfillment. My focus on customer needs aids in influencing decisions effectively.

I can see how I would be a valuable asset to your team. Navigating complex queries fuels my passion for this field. I am eager to contribute to Powerhouse Solutions' vision and foster positive connections.

Thank you for your time,

Sincerely,

*Thao Walton*

**Thao Walton**