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Dear Recruiter,

I would like to apply for the summer intern programme as advertised on the Byrne Wallace website. At present I am studying the Postgraduate Diploma in Law at the Dublin Institute of Technology on a part time basis and I am hoping to successfully complete my studies in May 2017. I am currently working as a contact centre associate at Sysnet Global Solutions a position that I have held since October 2012. In this cover letter I would like to demonstrate some skills to which I hope will show that I am suitable for the position advertised.

Working as a contact centre associate at Sysnet Global Solutions has given me the ability to deal with customers from different backgrounds and corporate cultures such as law, finance, retail, hospitality, manufacturing, non profit and many more. This demonstrates that I am flexible in dealing with people and being able to adapt to change on a constant basis. I have also demonstrated this skill as a security officer for Synergy Security Solutions when asked to work in different locations at the needs of the company. It also demonstrates that I am able to relate to others regardless of what situation is presented to me. Also dealing with customers from all backgrounds shows that I have the ability to offer excellent consistent customer service regardless of what situation presents this. While working at Sysnet Global Solutions I have won associate of the week on 6 occasions, associate of the month one occasion and came second in associate of the year on one occasion also. I feel that the achievement demonstrates the skills for consistent customer service and the ability to change regardless change.

In my current role at Sysnet Global Solutions I am required to work as part of a team to achieve excellent customer service to company’s key clients an ensure that the standard is kept at a consistently high level. I have demonstrated this by mentoring new hires and being available to assist my fellow colleagues when needing assistance in approach of a call or email communication. I have always been asked by management to assist my fellow colleagues in developing new skills that will benefit the team in order to achieve key performance indicators and also develop the skills to keep the consistent high performances needed. I feel that my ability to work as a team will benefit me in the position if successful.

During my studies at Dun Laoghaire Institute of Art Design and Technology I was elected by my fellow peers within the college to become the Communications Officer Students union. My role involved communication key issues effecting students lives and also encouraging participation in the student events and activities. My role also involved me taking leadership roles in developing the student’s union newspaper as lead editor as well as moderating the Students Union website. This role has given me the ability to lead by example a area which I feel is crucial when being asked to lead a team while in the role. I have also been elected as a class representative 3 of the 4 years of my undergraduate studies as well this year in the Postgraduate diploma in law. This role involves me listening to my classmates and bringing their issues to class counsel and communicating the information obtained from class counsel back to the students in the class.

All of the roles above have also given me the ability effectively communicate with others and the ability to listen to other peoples point of view as well as expressing my own view.

I am also a member of the Dublin Institute of Technology Law Society at present. Within the law society I have taking part in debating classes, mooting classes , mock trials and also attending talks on area such as human rights an area that I am very passionate about and other areas such as regulating social media and the importance of intellectual property. I feel that the law society has helped develop skills as well as create skills to which I wouldn’t have if I didn’t join the society.

Hope that my experience and skills will help you in being able to make a decision on my application. I would also like to discuss my application further in an interview at your earliest convenience.

Yours Sincerely,

Karl Walsh