

12 June 2025

Eleanor Sample  
M: 0400 000 000  
E: [e.sample@gmail.com](mailto:e.sample@gmail.com)  
A: 123 Sample Street, Marrickville, NSW 2204

Hiring Manager  
Dedicated Banking  
E: [hr@dedicatedbanking.com.au](mailto:hr@dedicatedbanking.com.au)

Re: Customer Banking Specialist position

Dear Hiring Manager,

I would like to apply for the position of Customer Banking Specialist at Dedicated Banking. My extensive customer service experience in the banking sector, combined with my highly developed organisational skills and attention to detail make me an ideal candidate for the position.

Throughout my studies and professional experience and in caring for my partner who lives with Multiple Sclerosis (MS), I have demonstrated initiative, flexibility and resilience and will be a proactive and committed employee.

As stated in my enclosed resume, at present I am working as a casual Administrative Assistant in the financial services sector while caring for my partner. I also recently completed a Certificate IV in Financial Services. Balancing paid work, study and my caring responsibilities has demonstrated my ability to prioritise and multi-task and to communicate effectively with a range of stakeholders.

In my past customer service roles in the banking sector at First Sydney Bank and Dedicated Banking, detailed in my resume, I have successfully managed customer inquiries and complaints and effectively recorded and reported on confidential data, while also supporting and training junior team members.

I have demonstrated the following key skills and attributes throughout my professional and personal experience which make me a strong candidate for the role of Customer Banking Specialist:

- Strong written and verbal communication skills
- Proven ability to establish and maintain good rapport with customers
- Attention to detail and compliance with privacy legislation
- Efficient at planning, scheduling and record keeping
- Positive attitude and fast learner

I would be delighted to apply and develop my skills at Dedicated Banking and believe that my experience has given me a well-rounded skill set that would allow me to succeed in this role.

I look forward to discussing my expertise in more detail. Thank you for your time and consideration.

Sincerely,



Eleanor Sample