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Customer Service Administrator

Dear Recruitment Team at Canal & River Trust,

I am writing to express my interest in the Customer Service Administrator position. With a strong background in systems administration, client-facing IT support, and web development, I bring both a technical foundation and supervisory experience that I believe align well with your team's collaborative and quality-driven approach.

Although my previous work experience differs with the day-to-day responsibilities of a 'Customer Service Administrator', I feel as though the experience I acquired is transferrable and the unique skill set I developed can be leveraged to provide excellent customer service.

In my former role, I managed the end-to-end delivery of IT services within a dynamic organization, often overseeing and coordinating project timelines, technical implementations, and cross-team communication. This experience has equipped me with not only hands-on programming and troubleshooting skills, but also the ability to lead, supervise, and support others effectively. I believe these strengths would allow me to contribute meaningfully to the Canal & River Trust as a high-performing Customer Service Administrator and eventually allow me to take on mentoring or supervisory responsibilities as I grow in the role.

While my formal background is in Systems Administration, Web Development and general-purpose programming, I also took on significant IT support responsibilities within my organization which has equipped me with the skills necessary to respond to a wide range of support needs with confidence and efficiency.

One of my strengths lies in communication; I've consistently delivered resolution windows, downtime notices, and troubleshooting updates to stakeholders

in clear, accessible language, regardless of their technical background. I take pride in translating complex technical information into terms that are easy to understand and actionable. I've also supported design processes by presenting evidence-based recommendations to relevant parties, ensuring proposed solutions align with key objectives and are clearly communicated to both technical and non-technical audiences.

To add to this, I strongly believe my assurance would allow me to effectively translate complex technical concepts into clear, actionable steps — a skill that has proven invaluable when working with stakeholders from diverse backgrounds. Whether providing support, writing documentation, or coordinating across departments, I've consistently delivered precise, thoughtful communication, always tailored to my audience.

The various challenges I've had to tackle while working in tech has given me a solid foundation in systems management, which has enabled me to better grasp the inter-dependencies between systems and software. Having worked in environments where technology plays a key role in advancing organizational objectives, I've come to value a layered, strategic approach—one that focuses on building solutions that are not only technically effective, but also scalable, sustainable, and cost-efficient.

The Canal & River Trust's commitment to maintaining our waterways resonates with me strongly. I'm particularly inspired by your emphasis on supporting both the technical excellence and professional development of your team. I believe I could thrive in this environment —not just as a 'Customer Service Administrator', but as someone eager to support the growth of others, share knowledge, and contribute to high-impact solutions.

Thank you for considering my application. I would welcome the opportunity to further discuss how my experience and mindset could benefit your team and contribute to the Canal & River Trust's continued success.

Yours Sincerely,
Christ Amlai