Customer service executive experience letter

Editable sample letter: replace the details with your own records before signing

Letter reference: [Reference]
Issue date: [Issue date]
Employer: [Company]
Employee: [Employee Name]
Employee ID: [Employee ID]
Team: inbound care desk, Lahore
To whom it may concern,
This is to certify that [Employee Name] worked as [Designation] inbound care desk from [Start date] to [End date].
Recorded duties included answering billing questions from the script the desk used, raising fault tickets in the company tracker, escalating complaints the script marked for a senior, and noting the call outcome in the ticket before closing it. The employee did not change tariffs and did not approve bill adjustments above the desk limit.
Those figures need the performance record if the employer chooses to share them at all.
For [Company]
Authorised issuer: [team leader or HR]
Verification contact: [approved employer contact]
Employer address: [actual office address]
Authorised signature and stamp if used: _____