

Sophie Pan

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*Back Office Officer
CareerFinders Recruitment Services Ltd
Limassol, Cyprus*

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Dear Sir or Madam

I was excited to see your job listing for the Back Office Officer position on the website careers.express ref.7073. I am confident that the combination of my experience and developed skills makes me an ideal candidate for the role.

During my previous job in the iGaming industry for Dux Group, I worked as a German VIP Manager.

My primary responsibilities at Dux included processing chats, tickets and Jira requests with a focus on the German and English speaking market (bonus issuances, verifications, deposits, withdrawals etc). As well as escalating issues to the relevant department via Slack/Jira and being up to date with all procedures and changes.

I also worked for the payment provider Klarna Germany as a Customer Service Representative, where my main responsibilities included the case processing of dispute resolutions for returns, goods not received, faulty goods, unauthorized purchases and incorrect invoices but also supporting clients with different payment methods including Klarna SOFORT, Klarna pay later, Klarna Card (credit card), wires and refunds.

I am confident that these qualities will make me an immediate asset for your company and allow me to contribute to the team's success.

Thank you for your consideration, and I hope to hear from you soon.

Yours faithfully,

Sophie Pan