Rummana Begum

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January 24, 2020

Dear Sir/Madam,

**Re: Library Services Officer**

With great interest and motivation, I would like to apply for the position of "Library Services Officer”. With reference to the qualifications described in the advertisement please find enclosed my resume and attached selection criteria, outlining my relevant experience in customer service and in using library resources.

I am currently working as a concierge with Monash Health, this has given excellent customer service skills, especially with the diverse range of cultures in Dandenong. In this position, I have demonstrated my skills in administration, and my ability to provide high quality customer services and problem solve in a very busy environment. I have also recently been engaged in the City of Greater Dandenong, Community Revitalisation Project working with CEAV Career Counselling Australia in the Work Ready Program. This program has further allowed me to develop my work readiness and soft skills.

In addition to my extensive office experience, I offer a wealth of personal skills including:

* Strong communication and interpersonal skills
* Patience when dealing with a diverse range of people
* My enjoyment in helping people
* Ability to work as part of a team or independently
* Able to learn quickly with full dedication to assigned work
* Team building and team leadership qualities.

I would bring these qualities and more and believe I would be an asset for the Greater Dandenong Library. I would welcome the opportunity to meet you in person at interview, where we can discuss my suitability for this position further. Thank you for considering my application. I can be contacted on 0468 386 958 if you have any further questions or to arrange an interview.

Yours sincerely,

Rummana Begum