June 20, 2023

Jason Jones, President   
SoHo Psychology   
225 Broadway   
New York, NY 10007  
  
Dear Mr. Jones:

I wish to be considered for the position of Mental Health Counselor as advertised in Indeed. I believe that my experience with individuals diagnosed with mental disorders, experience as a customer service agent, and strong interpersonal skills qualify me for this position.

One thing that qualifies me for this position is that my experience working with people who are under a lot of stress. I personally take my mental health seriously, have learned a great deal about mental health, and can educate others. My brother was diagnosed with schizophrenia in 2016. I am very familiar with how challenging it can be to work with someone who has a mental condition. My passion to be in the mental health field came from how I watched my brother suffer mentally, without having the proper care or guidance.

Working in customer service is where I developed my interpersonal skills. While providing excellent service, serving as a first level of contact for conflicts, and stepping into leadership roles, I was able to grow as a skilled employee. Not only do I want to ensure my customers are satisfied, I want to make sure that they also feel special. I enjoy creating a bond so that they know their concerns are being heard and their feelings matter. I am very patient as well as confident and have an authentic and genuine personality. My communication and listening skills are ranked very highly, and I believe there is more than one way to solve a problem.

As indicated in the attached resume, I’ve served as a customer service agent for over eight years. In this capacity, I’ve had the opportunity to apply and further develop my communication, problem solving, and leadership skills. These abilities would enable me to provide outstanding clinical care for your organization.

I am highly empathetic, an important factor for an effective mental health counselor. I work hard to gain and maintain others’ trust and I work well in a team. My experience as an active member of JetBlue Values Committee demonstrates that I am trusted by my fellow crewmembers to address their concerns to improve working environment.

Thank you for your time and consideration. I look forward to speaking with you soon. I can be reached most days between 10am and 6pm.

Sincerely,

Keyana S. Perkins

Keyana S. Perkins