

Customer Support Experience Letter

Experience Certificate Format for Customer Support & Service Roles

Customer support and customer service experience letters should emphasize communication skills, issue resolution capability, and customer satisfaction outcomes. Generic statements like "handled customer queries" do not differentiate the employee from thousands of others.

[COMPANY LETTERHEAD] *Company name, logo, registered address, phone, website*

Date: [DD/MM/YYYY] **Place:** [City, State]

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **[Employee Full Name]** was employed with **[Company Name]** as **[Designation — e.g., Customer Support Executive / Customer Success Associate / Customer Support Team Lead]** from **[Joining Date]** to **[Last Working Date]**.

During this tenure, **[he/she/they]** was responsible for **[key responsibilities — e.g., handling customer queries across calls, chat, and email; resolving product and account-related issues; coordinating with engineering and product teams on technical escalations; maintaining SLA compliance; and contributing to the internal knowledge base]**.

[He/She/They] managed an average of **[ticket volume — e.g., 60+ tickets daily across chat and email]**, consistently maintained **[CSAT score — e.g., a CSAT score above 4.6 / 5]**, and achieved a first-response time within **[response time — e.g., 90 seconds for chat and 2 hours for email]**.

[He/She/They] demonstrated strong communication skills, empathy, problem-solving ability, and dedication to customer satisfaction. Notable contributions include **[specific achievements — e.g., authoring 30+ knowledge base articles that reduced ticket volume on common issues by 22%, mentoring three new team members during onboarding, and being recognised as "Support Star of the Quarter" twice]**.

We wish **[Employee Name]** the very best for **[his/her/their]** future endeavours.

Sincerely,

[Authorised Signatory's Signature]

[Full Name]

[Designation — e.g., Customer Support Manager / Head of CS]

[Company Name]

[Company Seal / Stamp]

Tip: Mention channels managed (calls, chat, email, social media), daily ticket volume, resolution rates, CSAT or NPS scores, escalation handling, and any specialised product or domain knowledge developed.

Need the complete guide?

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collegesathi.com/blogs/experience-letter-format-sample-india