

Jordan Taylor

January 16, 2026

Acme Corporation
RE: Career Change Cna

Dear Hiring Manager,

I am writing to express my enthusiasm for the Career Change CNA position at Acme Corporation, as advertised on your website. With a passion for patient care and a strong commitment to supporting individuals in need, I am excited about the opportunity to bring my diverse skill set to your esteemed organization.

Having transitioned from a successful career in customer service, where I honed my communication and interpersonal skills, I believe my experience uniquely positions me to excel in the CNA role. In my previous position as a Customer Service Supervisor, I consistently received positive feedback for my ability to connect with clients and address their concerns effectively. I implemented a training program for new hires focused on empathy and active listening, which resulted in a 20% increase in customer satisfaction ratings over six months. This experience has equipped me with the skills to provide compassionate care and support to patients, ensuring they feel heard and valued.

Additionally, I recently volunteered at a local nursing home, where I assisted residents with daily activities and learned the importance of patience and adaptability in providing care to individuals with varying needs. My ability to work well under pressure was highlighted during a particularly busy day when I efficiently managed care for multiple residents while maintaining a positive and encouraging demeanor. I am eager to bring this same dedication and resilience to the CNA role at Acme Corporation.

I am very interested in the opportunity to discuss how my background in customer service and my commitment to compassionate care can contribute to the exceptional team at Acme Corporation. Thank you for considering my application; I look forward to the possibility of working together to make a positive impact in the lives of those we serve.

Sincerely,

Jordan Taylor