

# Jordan M. Thompson

January 16, 2026

Acme Corporation

RE: Career Change Collections Specialist

Dear Hiring Manager,

I am excited to apply for the Career Change Collections Specialist position at Acme Corporation, which I discovered on LinkedIn. With a strong background in customer service and a passion for resolving financial discrepancies, I am eager to leverage my skills in a role that plays a critical part in maintaining the company's financial integrity.

In my previous position as a Customer Service Representative at XYZ Solutions, I successfully managed a portfolio of over 300 accounts, ensuring timely payments and addressing customer inquiries with a 95% satisfaction rate. My ability to communicate effectively and empathetically with clients allowed me to reduce outstanding debts by 20% within six months. Additionally, I implemented a tracking system that improved our follow-up process, resulting in a 30% increase in collections efficiency. I believe these experiences have equipped me with the necessary skills to excel in the Collections Specialist role at Acme Corporation.

Moreover, my attention to detail and analytical mindset have proven invaluable in identifying patterns in payment behaviors, enabling me to develop targeted communication strategies that encourage timely payments. I am particularly drawn to Acme Corporation's commitment to innovation and customer-centric solutions, and I am excited about the opportunity to contribute to your team by helping clients navigate their financial obligations while upholding the company's standards.

I am looking forward to the possibility of discussing how my skills and experiences align with the needs of your team. Thank you for considering my application; I hope to speak with you soon.

Sincerely,

Jordan M. Thompson