

# Jordan Smith

January 16, 2026

Acme Corporation

RE: Career Change Customer Service Representative

Dear Hiring Manager,

I am excited to apply for the Career Change Customer Service Representative position at Acme Corporation, as advertised on your careers page. With a strong background in sales and a passion for helping others, I am eager to transition my skills into a customer service role where I can make a positive impact on your team and your clients.

In my previous position as a Sales Associate at XYZ Retail, I successfully managed customer inquiries and provided personalized solutions that not only enhanced customer satisfaction but also led to a 25% increase in repeat business over the span of one year. My ability to listen actively and empathize with customers allowed me to resolve conflicts effectively, turning potentially negative experiences into opportunities for customer loyalty. Additionally, during my time at ABC Company, I implemented a feedback system that gathered customer insights, which helped our team identify key areas for improvement and ultimately boosted our Net Promoter Score by 15 points within six months.

I am particularly drawn to Acme Corporation's commitment to excellence in customer service and its innovative approach to client engagement. I am eager to bring my strong communication skills, adaptability, and problem-solving abilities to your team, ensuring that every customer interaction reflects the high standards that Acme is known for. I am excited about the opportunity to contribute to such a dynamic organization and am confident that my background will allow me to hit the ground running in this role.

Thank you for considering my application. I look forward to the opportunity to discuss how my experience and skills align with the needs of your team and to share how I can contribute to Acme Corporation's continued success.

Sincerely,

Jordan Smith