

# Jordan Lee Thompson

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Acme Corporation

RE: Career Change Customer Support Specialist

Dear Hiring Manager,

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I am excited to apply for the Career Change Customer Support Specialist position at Acme Corporation, which I discovered on your careers page. With a strong background in client relations and a desire to transition into a dedicated support role, I am eager to bring my skills and experience to your team and contribute to your commitment to exceptional customer service.

In my previous role as a Sales Associate at XYZ Retail, I consistently achieved a 25% increase in customer satisfaction scores by actively listening to customer feedback and implementing solutions to address their concerns. This experience honed my ability to empathize with customers and develop effective solutions in a fast-paced environment. Additionally, I spearheaded a training initiative for new team members, focusing on enhancing their product knowledge and customer engagement strategies, which resulted in a 15% reduction in customer complaints. These experiences have equipped me with the skills necessary to excel as a Customer Support Specialist, where understanding and meeting customer needs is paramount.

I am particularly impressed by Acme Corporation's innovative approach to customer care and your commitment to continuous improvement. I am enthusiastic about the opportunity to collaborate with your team to identify customer pain points and implement strategies that enhance the overall customer experience. I am confident that my proactive approach and dedication to customer satisfaction would be a valuable addition to your organization.

I would love the opportunity to discuss how my background and skills align with the goals of Acme Corporation. Thank you for considering my application; I look forward to the possibility of contributing to your team.

Sincerely,

Jordan Lee Thompson