

# Jordan Thompson

January 16, 2026

Acme Corporation

RE: Career Change Retail Sales Associate

Dear Hiring Manager,

I am writing to express my enthusiasm for the Career Change Retail Sales Associate position at Acme Corporation, which I discovered on your company's careers page. With a keen interest in retail and a strong background in customer service, I am excited about the opportunity to contribute to your team and enhance the shopping experience for your customers.

In my previous role as a Customer Service Specialist at a telecommunications company, I consistently exceeded performance metrics, achieving a customer satisfaction rating of over 95%. This success stemmed from my ability to actively listen to customer needs, resolve issues promptly, and maintain a positive demeanor even in challenging situations. Additionally, I spearheaded a project to streamline our returns process, which resulted in a 20% reduction in processing time, significantly improving customer satisfaction and loyalty.

Moreover, my volunteer experience at a local community center has equipped me with valuable skills in sales and product promotion. I organized fundraising events where I successfully marketed products and services to potential donors, resulting in a 30% increase in contributions compared to previous years. This experience taught me the importance of understanding customer motivations and tailoring my approach to meet their needs, skills that are directly transferable to the retail environment.

I am eager to bring my customer-centric approach and proven track record of success to Acme Corporation as a Retail Sales Associate. I would love the opportunity to discuss how my background and skills align with your team's goals. Thank you for considering my application; I look forward to the possibility of discussing this exciting opportunity with you.

Sincerely,

Jordan Thompson