

# Jordan Mitchell

January 16, 2026

Acme Corporation

RE: Customer Success Manager

Dear Hiring Manager,

I am excited to apply for the Customer Success Manager position at Acme Corporation, which I discovered on LinkedIn. With a strong background in customer relationship management and a passion for enhancing client experiences, I am eager to contribute to your team and help Acme Corporation continue to achieve its impressive growth trajectory.

In my previous role at Tech Innovations, I successfully led a customer onboarding initiative that reduced onboarding time by 30%, allowing clients to realize value from our software faster. By implementing a structured training program and creating resource materials tailored to different user groups, we improved customer satisfaction scores by 25% within six months. Additionally, I spearheaded a proactive account management strategy that increased customer retention rates by 15% year-over-year, ensuring that clients received continuous support and engagement throughout their lifecycle.

I am particularly drawn to this opportunity at Acme Corporation because of your commitment to fostering long-term relationships with clients. I believe my experience in utilizing data analytics to identify customer needs and tailor solutions would align perfectly with your goals. I am enthusiastic about the possibility of bringing my expertise in customer success to your organization and contributing to the ongoing success of your clients.

I look forward to the opportunity to discuss how my background, skills, and enthusiasms align with the goals of Acme Corporation. Thank you for considering my application; I am eager to bring my passion for customer success to your esteemed team.

Sincerely,

Jordan Mitchell