

Jordan Mitchell

January 16, 2026

Acme Corporation

RE: Customer Support Specialist

Dear Hiring Manager,

I am writing to express my enthusiasm for the Customer Support Specialist position at Acme Corporation, as advertised on LinkedIn. With a strong background in customer service and a passion for helping others, I am excited about the opportunity to contribute to your team and support your valued customers.

In my previous role at Tech Solutions Inc., I successfully handled high-volume customer inquiries, consistently achieving a satisfaction rating of over 95%. One of my key accomplishments was spearheading a project to streamline the ticketing process, resulting in a 30% reduction in response times. This initiative not only improved team efficiency but also enhanced the overall customer experience. Additionally, I was recognized as Employee of the Month for my ability to de-escalate conflicts effectively, turning frustrated customers into loyal advocates for the brand.

I am particularly drawn to this role at Acme Corporation due to your commitment to exceptional customer service and innovative solutions. I am eager to bring my expertise in problem-solving and communication to your team. I am confident that my proactive approach and dedication to customer satisfaction would make a positive impact at Acme.

I would love the opportunity to discuss my application further and explore how my background, skills, and enthusiasms align with the goals of Acme Corporation. Thank you for considering my application, and I look forward to the possibility of contributing to your esteemed organization.

Sincerely,

Jordan Mitchell