

Jordan Smith

January 16, 2026

Acme Corporation

RE: Entry Level Customer Success Manager

Dear Hiring Manager,

I am writing to express my enthusiasm for the Entry Level Customer Success Manager position at Acme Corporation, as advertised on LinkedIn. With a strong academic background in Business Administration and practical experience in customer service, I am excited about the opportunity to contribute to your team and support your clients in achieving their desired outcomes.

During my internship at XYZ Solutions, I successfully enhanced customer satisfaction scores by 15% over three months by implementing a proactive outreach program. I collaborated closely with cross-functional teams to identify common pain points and developed a feedback loop that allowed us to address issues before they escalated. Additionally, I led a project to create a comprehensive onboarding guide for new clients, which resulted in a 20% reduction in onboarding time. These experiences have equipped me with the skills necessary to foster strong relationships with clients and ensure their success with our products.

Moreover, I have a proven track record of utilizing data analytics to track customer engagement and identify opportunities for improvement. By analyzing customer usage patterns in my role at my university's tech support center, I was able to propose enhancements that increased service efficiency by 30%. I am confident that my analytical skills and customer-centric approach align well with Acme Corporation's commitment to delivering exceptional service.

I am eager to discuss how my background and skills can contribute to the continued success of Acme Corporation. Thank you for considering my application. I look forward to the opportunity to speak with you further about how I can help your customers achieve their goals.

Sincerely,

Jordan Smith