

Jordan Alexander Smith

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Acme Corporation

RE: Entry Level Customer Support Specialist

Dear Hiring Manager,

I am excited to apply for the Entry Level Customer Support Specialist position at Acme Corporation, as advertised on your careers page. With a strong passion for customer service and a commitment to helping others, I am eager to contribute to your team and uphold the exceptional standards of support that Acme Corporation is known for.

During my time as a Customer Service Intern at XYZ Company, I successfully managed a high volume of customer inquiries, utilizing my problem-solving skills to resolve issues efficiently. I implemented a new tracking system for customer interactions that reduced response time by 20%, leading to increased customer satisfaction ratings. Additionally, I received recognition for maintaining a 95% customer satisfaction score throughout my tenure, demonstrating my ability to understand and meet client needs effectively.

Furthermore, I volunteered as a support coordinator for a local non-profit organization, where I assisted in training new volunteers on customer interaction best practices. This experience honed my communication skills and taught me how to empathize with clients while efficiently addressing their concerns. I am confident that my ability to maintain a positive attitude in challenging situations will complement the values upheld by Acme Corporation.

I am enthusiastic about the opportunity to bring my unique skills and experiences to the Customer Support team at Acme Corporation. I look forward to the possibility of discussing how I can contribute to your team and help provide outstanding service to your customers. Thank you for considering my application.

Sincerely,

Jordan Alexander Smith