

# Jordan Smith

January 16, 2026

Acme Corporation

RE: Freelance To Full Time Customer Success Manager

Dear Hiring Manager,

I am excited to apply for the Freelance To Full Time Customer Success Manager position at Acme Corporation, which I discovered on LinkedIn. With a proven track record in customer success and a passion for enhancing client relationships, I am eager to bring my expertise to your dynamic team and contribute to the continued success of your clients and your organization.

In my previous freelance role, I successfully managed a portfolio of over 30 clients, leading to a 25% increase in customer retention rates within a year. By implementing tailored onboarding processes and personalized follow-ups, I was able to enhance the overall customer experience, resulting in a significant uptick in client satisfaction scores. Additionally, I spearheaded a project that integrated customer feedback loops into our service development, which not only improved product offerings but also fostered a stronger sense of community among users, exemplifying my commitment to driving value for customers.

I am particularly drawn to the opportunity at Acme Corporation due to your focus on innovative customer solutions and the emphasis on building long-term relationships. I am confident that my unique blend of freelance experience and a results-oriented approach would allow me to make a meaningful contribution to your team. I would love the chance to discuss how my background and skills align with the goals of Acme Corporation. Thank you for considering my application; I look forward to the possibility of working together.

Sincerely,

Jordan Smith