

Jordan Taylor

January 16, 2026

Acme Corporation

RE: Freelance To Full Time Customer Support Specialist

Dear Hiring Manager,

I am excited to apply for the Freelance To Full Time Customer Support Specialist position at Acme Corporation, which I discovered on LinkedIn. With over three years of experience in customer support and a proven track record of enhancing customer satisfaction, I am eager to contribute my skills and passion for exceptional service to your team.

During my time as a freelance customer support specialist, I successfully managed a diverse client portfolio, which included resolving complex issues for over 200 customers weekly. One notable achievement was implementing a new ticketing system that reduced average response times by 40%, allowing my clients to provide timely support, ultimately increasing their customer satisfaction ratings by 25%. Furthermore, I developed a set of best practices that improved onboarding processes for new clients, resulting in a 30% decrease in training time and significantly higher retention rates.

I am particularly drawn to Acme Corporation's commitment to innovation and customer-centric solutions, and I am confident that my proactive approach to problem-solving and my dedication to continuous improvement align perfectly with your goals. I would be thrilled to discuss how my background in customer support can contribute to the success of your team. Thank you for considering my application; I look forward to the opportunity to connect further.

Sincerely,

Jordan Taylor