

Jordan Taylor

January 16, 2026

Acme Corporation

RE: Internship Customer Success Manager

Dear Hiring Manager,

I am writing to express my enthusiasm for the Internship Customer Success Manager position at Acme Corporation, as advertised on your careers page. With a strong passion for customer engagement and a foundational understanding of customer success principles, I am eager to contribute to your team and help enhance the overall customer experience.

During my recent role as a Customer Service Representative at XYZ Solutions, I successfully managed a diverse set of client accounts, ensuring a 95% satisfaction rate through proactive communication and tailored support. By implementing a feedback loop with customers, I identified key pain points and collaborated with cross-functional teams to develop solutions that reduced response times by 30%. Furthermore, I created a comprehensive onboarding guide that improved new customer satisfaction scores by 20%, demonstrating my commitment to fostering positive relationships and driving customer success.

I am particularly drawn to this internship at Acme Corporation due to your dedication to innovation and customer-centric values. I believe that my ability to analyze customer feedback and leverage insights to enhance service delivery aligns perfectly with the responsibilities of a Customer Success Manager. I am excited about the opportunity to learn from your talented team and contribute to projects that drive customer engagement and retention.

I look forward to the possibility of discussing how my background, skills, and enthusiasm for customer success can be an asset to Acme Corporation. Thank you for considering my application.

Sincerely,

Jordan Taylor