

Jordan Lee Thompson

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Acme Corporation

RE: Promotion Customer Support Specialist

Dear Hiring Manager,

I am excited to apply for the Promotion Customer Support Specialist position at Acme Corporation, which I found listed on your careers page. With a strong background in customer support and a passion for driving promotional initiatives, I am eager to contribute my skills to your dynamic team and help elevate customer satisfaction and engagement.

In my previous role as a Customer Support Associate at XYZ Inc., I successfully managed a high-volume of customer inquiries while implementing promotional campaigns that increased customer engagement by 30% over six months. By analyzing customer feedback, I identified key trends that led to the development of targeted promotions, which significantly improved customer retention rates. Additionally, I spearheaded a training program for team members on best practices for handling promotional inquiries, resulting in a 25% reduction in response time and higher customer satisfaction scores.

My ability to communicate effectively and empathize with customers has always been at the forefront of my work. I understand the critical role that promotions play in enhancing customer experiences and driving sales. At ABC Corp, I collaborated with the marketing team to launch a seasonal promotion that not only increased event attendance by 50%, but also resulted in a notable uptick in product sales during the campaign period. This experience honed my skills in cross-departmental collaboration and reinforced my belief in the power of effective customer support to drive business success.

I am eager to bring my expertise in enhancing customer experiences through promotions to Acme Corporation. I would love the opportunity to discuss how my skills and accomplishments align with your needs. Thank you for considering my application; I look forward to the possibility of contributing to your esteemed team.

Sincerely,

Jordan Lee Thompson