

Lizette Johana Romero Estupinan

Courtice, ON

647-291-4782 | johana1221@hotmail.com | <https://www.linkedin.com/in/lizettejohanaromero/>

March 19, 2025

Hiring Manager
Practice Better
Toronto, ON

Re: Customer Support Specialist Position

Dear Aracely Cruz,

Please accept this letter and my accompanying resume as my application for the position of Customer Support Specialist, as advertised on indeed.com. Currently, I'm studying Computer Programming and Analysis at George Brown College, and will graduate in April.

My experience in customer support spans over 5 years, where I have worked in fast-paced environments, providing technical assistance and ensuring customer satisfaction. I have developed expertise in troubleshooting software issues, training users on digital platforms, and streamlining support processes. My technical proficiency includes experience with Windows 10/11, MS Office Suite, and various SaaS platforms. Additionally, my background in IT and programming, coupled with my problem-solving skills, enables me to effectively address both technical and user experience challenges.

Practice Better's commitment to enhancing the Health & Wellness industry resonates with me, and I am eager to be part of a team that values customer engagement and continuous improvement. I am particularly drawn to the opportunity to collaborate with the development team by gathering user feedback and contributing to product enhancements. My ability to work independently, manage time efficiently, and provide top-tier customer support aligns well with the role's expectations.

Thank you for taking the time to consider my application for the position of Customer Support Specialist. I am eager to bring my skills in customer support, technical troubleshooting, and user training to work for you at Practice Better. Please contact me at johana1221@hotmail.com or 647-291-4782 to set up a time to meet.

Sincerely,

Johana Romero

Lizette Johana Romero Estupinan