



**KeKoa UIUlani**  
Customer Success Manager

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Las Cruces, NM

Linked 

Friday, March 17, 2023

Holly (Schryer) Diaz  
Customer Success & Operations Leader  
Brightwheel  
535 Mission St  
San Francisco, CA 94105

Dear Holly,

I am excited to apply for the Customer Onboarding Associate position at Brightwheel that I recovered on flexjobs. As a Customer Success Pro with over 15 years of experience in Technical Support and Sales, I am confident that I possess the necessary skills to excel in this role.

In addition to my professional experience, I have 6 years of experience in early childhood education and multiple certifications. I hold a Bachelor's degree in mechanical engineering and a minor in math. Early education is one of the greatest determinants of childhood outcomes, and I share Brightwheel's vision to enable high-quality early education for every child.

I am excited to help customers adopt new technology that can have a huge impact on their program. I have strong negotiation skills and excel at creating solid connections with customers by actively listening, asking thoughtful questions, and using my analytical skills to create personalized solutions.

I am a self-starter who can independently drive critical tasks, have attention to detail, and have polished customer-facing phone skills. I can collaborate and communicate effectively with the experienced Customer Onboarding team to drive critical and time-sensitive tasks that support customers in learning to use the platform.

I am confident that I can lead strategic engagements, identify areas of growth and expansion, proactively monitor and manage customer health, and represent their voice in product development. I am exceptional at using Google Suite tools and have the ability to self-manage time-sensitive tasks and deliver on time every time. I believe in having the right people at the right place at the right time and am all about keeping up communication to ensure my customers are happy with the outcome.

Thank you for your time and consideration. I am excited at the opportunity to contribute to the success of the Brightwheel team as a Customer Onboarding Associate.

Sincerely;

*KeKoa UIUlani*

KeKoa UIUlani

