

Dear Voltaire Team,

I'm excited to apply for the **Customer Success Associate** position at Voltaire. With a strong background in customer service, technical support, and CRM systems, I bring hands-on experience supporting users and improving workflows in fast-paced environments. The opportunity to combine that experience with cutting-edge AI technology, while helping property insurance teams simplify claims letters is a mission I'm eager to be part of.

In my previous roles, I provided support across email, chat, and phone for companies like Excess Telecom and Venus Et Fleur. I regularly triaged technical issues, processed escalations, and created clear, empathetic communications tailored to user needs. My experience spans multiple CRM platforms including Gorgias, Shopify, Telgoo5, and Talkdesk. I've used tools like Grammarly Premium to refine written communication and streamline macros and giving me a foundation in prompt optimization and AI-assisted writing.

What excites me most about Voltaire is the blend of technology and human empathy. I'm passionate about helping customers succeed, and I'm ready to learn the ins and outs of AI, LLMs, and insurance workflows to ensure every user interaction is smooth, helpful, and impactful. With my proactive mindset, strong organizational skills, and deep commitment to service, I'm confident I can contribute meaningfully to your Customer Success team.

Thank you for considering my application. I look forward to the opportunity to bring my skills to Voltaire and grow alongside a mission-driven team.

Warm regards,

**Salim Ndikumana**