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GitHub Portfolio:

<https://github.com/Salmonyeonwoo/Portfolio-for-application-of-AI-Job-offers>

**Subject: Application for AI Application & QA Specialist or Customer Support/Operations Role**

Dear agencies for recruitment

I am writing to express my strong interest in leveraging my extensive 8+ years of global customer support, operations, and multilateral communication experience to transition into a challenging role focused on AI application and quality assurance. Having closely analyzed the intersection of customer experience and emerging technology throughout my career, I am confident that my unique background provides a strong foundation for ensuring the quality and strategic success of AI-driven solutions.

My professional journey has consistently demonstrated adaptability and a data-driven approach:

- **Multilingual Expertise, Global Perspective & Travel Hobby:** With advanced fluency in English and Japanese, and foundational knowledge of Mandarin, my background in International Business from Takushoku College, Japan, coupled with my passion for international travel, has equipped me to manage complex cross-border relations and adapt quickly to diverse global work environments.
- **Technical QA, User Security & Data Analysis:** Across roles supporting Microsoft VLSC, Roblox, and Motorola Solutions, I consistently used data to enhance operations. This included analyzing over 100 hacked account recovery cases monthly to identify security weaknesses and proposing a successful two-factor authentication campaign, as well as systematically categorizing over 1,000 technical inquiries to build a robust knowledge database.
- **Overcoming Challenges:** While my initial sales background at Alexander & Sun was a detour from my International Business major and technical aspirations, this experience sharpened my ability to quickly articulate complex product features and manage high-volume customer interactions—skills that are now invaluable in translating technical QA feedback into clear user-centric requirements.
- **Process Improvement through Data Insights:** More recently, in my role at Daythree/Klook, I applied my analytical mindset to scrutinize early-stage AI chatbot failure patterns, leading to direct improvements in FAQ and scenario design, and

ultimately stabilizing the agent transfer rate that had been increasing by 15% monthly.

I've been interested in the systematic and quantitative nature of technology for years, leading me to actively focus my professional development on the future of AI. I recently completed foundational AI programming education with NVIDIA, covering Python, TensorFlow, Keras, and gradient descent algorithms. I aim to bridge the gap between technical teams and end-users, ensuring that AI tools are not only robust and functional (QA) but also truly solve real-world business and customer problems (Application).

I am seeking a role where my proven ability to analyze complex data patterns, enhance operational efficiency through data insights, and communicate effectively across diverse technical and non-technical audiences can directly contribute to your team's success. I am highly motivated for this career shift, and I am available to begin a new position after July 2025.

Thank you for considering my application. I look forward to the opportunity to discuss how my expertise can drive value for your organization.

Sincerely,

Yeonwoo Park