

[Your Name]

Yeonwoo Park

[Your Current Address]

Bayan Indah, 11900, Bayan Lepas, Pulau Pinang, Malaysia

[Your Contact Information]

Phone: +6010-968-1392 | Email: yeonwoopark40@gmail.com

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