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Zachary Parker

Director of Customer Relations Lark Lenses

102 Charles St.

Boston, MA 02114

Dear Zachary Parker,

I'm excited to apply to the position of Customer Experience Representative with Lark Lenses, a position I learned about from Product Designer, Allie Saltman. As an experienced support representative and long-time patron of Lark Lenses (I'm wearing "Anderson “glasses as I type this), I’d be thrilled to join the Lark Lenses team. Please allow me to share my experiences as they relate to the responsibilities of Customer Experience Representative.

For the past two years, I worked on the support team of marketing software start-up, DubStop.Itaught customers the ins and outs of the software and helped troubleshoot problems through phone, email. and live chat. Typical problems included account set-up, payment processing issues, and software bugs. From this role in customer support, I developed stellar communication and organizational skills and the ability to think on my feet.

While I love interacting with customers, I’m less passionate about marketing software and aim to work in the fashion industry. As I mentioned above, I’m a huge fan of Lark Lenses' products and am inspired by the company's devotion to high quality eyewear, low costs, and innovative customer service. My loyalty was cemented the first time I tried its home try-on service; ended up ordering both my Andersons and the Winston Ian sunglasses. As a devoted Lark Lenses' customer, have the familiarity with your products to jump right in and hope, over time, to grow within your company.

I'm confident that I have the personal qualities of warmth, patience, adaptability, sincerity, and energy to excel in the role of Customer Experience Representative. Lark Lenses inspires me with its innovative work at the crossroads of fashion and technology. I would love to learn more about the role and can be reached by phone or email. Thank you very much, and I look forward to hearing from you soon.

Sincerely,

Poppy Harrington

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