Dear Galileo Hiring Team,

I’m excited to apply for the Customer Success Engineer position at Galileo. Your work in making AI safe and accessible is incredibly inspiring, and it aligns perfectly with my passion for using technology to tackle big challenges. With over three years of experience in customer success and technical roles, plus hands-on skills in building GenAI applications and working with LLMs, I’d love the chance to help your clients get the most out of Galileo’s platform.

At Blu Wireless Technology, where I worked as an IT Support Technician, I built Python automation tools that cut manual deployment tasks by 40% and created an Ansible system that slashed OS deployment times in half. These projects gave me the technical chops to guide customers through onboarding, troubleshooting, and implementation—exactly what this role calls for. I also teamed up with software engineers on CI/CD pipelines and release automation, so I’m comfortable working across teams to get things done.

Beyond the tech side, I’ve spent plenty of time working directly with customers. Whether I was tailoring our offering to a specific client’s needs at Brookside Orchids or supporting engineers and execs at Blu Wireless, I’ve learned how to connect with all kinds of people. I’m proactive too—once, I reworked delivery routes at Brookside Orchids to boost efficiency by 20%, which shows how I love digging into problems and finding solutions.

My background in theoretical physics, a field deeply rooted in advanced mathematics, has equipped me with a unique set of skills that are highly applicable to the Customer Success Engineer role at Galileo. Through rigorous study of complex mathematical models and their application to physical phenomena, I’ve developed strong analytical and problem-solving abilities. These skills enable me to break down intricate technical issues, identify root causes, and devise effective solutions—much like the troubleshooting and customization required in this position. Moreover, my experience with mathematical modeling provides a solid foundation for understanding the AI and machine learning systems at the core of Galileo’s platform. This blend of technical expertise and analytical thinking positions me to excel in helping clients navigate and optimize their use of your cutting-edge tools.

What really draws me to Galileo is your focus on giving organizations powerful tools to evaluate and observe AI. I’ve got the Python skills and customer know-how to be a trusted partner to your clients, helping with everything from onboarding to customizing solutions. I’d also be thrilled to work with your engineering and product teams to keep making the platform even better.

Thanks for taking a look at my application! I’d love to chat more about how my mix of technical and customer success experience can support Galileo’s mission.

Best regards,  
Joseph Foster