

Diego Rivera
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Dear Hiring Team at Visionary AI,

I'm excited to apply for the **Machine Learning Engineer** position. With a background in customer experience specialist and a passion for creating exceptional customer experiences, I bring both empathy and results-driven thinking to every interaction.

In my most recent role at Supportly Inc., I led a team of 10 support agents, reduced ticket resolution time by 30%, and implemented a proactive help center using zendesk. — a clear example of how I combine leadership with hands-on service.

I thrive in fast-paced environments, enjoy problem-solving, and speak both English and Spanish fluently. Tools like Zendesk and Intercom are second nature to me.

I'd love to bring that energy to Visionary AI and help grow a support culture that customers rave about. Thank you for considering my application — I'd be thrilled to discuss how I can contribute to your team.

Sincerely,
Diego Rivera