

# Ayman Agamy

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Roofr

Dear Hiring Team,

I recently discovered your Customer Support Representative position and was immediately drawn to Roofr's customer-obsessed approach and innovative CRM platform. As someone who has worked directly with customers across various industries and has a strong technical background, I'm excited about the opportunity to join your team and contribute to delivering exceptional customer experiences.

While reviewing your job requirements, I noticed that my experience in customer-facing roles aligns well with what you're looking for. During my time at SkipTheDishes as a Live Operations Specialist, I gained valuable experience communicating effectively through multiple channels, including live chat, phone, and email skills that would transfer directly to supporting Roofr's customers. I consistently resolved delivery interruptions both proactively and reactively, much like the troubleshooting required in your customer support role.

Though I may have less than the 1-3 years of dedicated SaaS customer support experience you're seeking, I believe my technical knowledge and skills more than compensate for this. My computer science background and experience developing full-stack applications, including a CMS for Harvest International Schools has given me a deep understanding of software systems. This technical foundation would allow me to quickly grasp Roofr's platform, diagnose complex issues, and provide clear, effective solutions to customers.

What particularly excites me about this role is the opportunity to work cross-functionally with your revenue, product, and technology teams. At Agriculture & Agri-Food Canada, I developed applications that directly served users across the country while creating comprehensive documentation for these systems experience that would be valuable when collaborating with different departments at Roofr.

I'm naturally detail-oriented, as evidenced by my various development projects, and I thrive in fast-paced environments where I can apply creative problem-solving skills. As someone who has balanced academic responsibilities with tutoring, volunteer work, and professional roles, I'm comfortable managing multiple priorities while maintaining high-quality output.

I'm confident that my combination of customer service experience, technical expertise, and genuine passion for helping others makes me a strong candidate for this position. I'm excited about the possibility of contributing to Roofr's mission of creating a seamless, powerful platform for your customers.

I'd welcome the chance to discuss how my skills and experiences could benefit your Customer Support team. Thank you for considering my application.

Sincerely,

Ayman Agamy