

MARIA BLAGOEVA

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Dear Hiring Manager,

I am grateful for the opportunity to apply for the Customer Advocate position at HelpDocs. I would like to begin by introducing myself and explaining why I believe my skill set matches this position.

I am a Computer Science graduate from Aberystwyth University in Wales, UK but I originally come from Bulgaria which I believe to be a direct benefit, since I am bilingual and accustomed to communicating with people from different cultures and backgrounds. During my previous employments I have always been heavily involved with aiding customers and helping them achieve their goals. As a Computer Science graduate, I have a good understanding of programming and technology which allows me to be an effective translator between the technical teams and the customers.

My previous position as an IT Intern with GE Oil & Gas shares a lot of similarities with this position. At GE I was part of a small 3-man team that rolled out a new system to unify reports across the company. In order to do that I had to acquire a deep understanding of the ServiceMax product, intimate knowledge about the oil and gas offshore business and knowledge of the operational differences between each of the 8 regional teams. Throughout this time, I gained a lot of experience in communicating with the customers by helping them with technical or training issues. Part of my job was training and onboarding new users. As part of the training process I created a lot of how-to guides, videos and lead many in-person or online training sessions with customers from around the world.

I understand a positive and open personality is a big part of this position and if you wish to directly find out more about me as a person you can check out my Twitch channel on [twitch.tv/chewypandaxo](https://www.twitch.tv/chewypandaxo). Twitch has become a way for me to put myself out there while having some fun time with my friends but keep in mind that it is a very casual way to find out more about my personality and it is not an ideal business/office environment.

Thank you for taking the time to consider my cover letter and resume. If you wish to learn more about my experience and skills, please do not hesitate to contact me at any time.

Sincerely,

Maria Blagoeva