

**Jacob Rosario**

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Dear Hiring Manager,

I am excited to apply for the Specialist position at Apple. With my background in customer service, my passion for technology, and my experience thriving in fast-paced team environments, I am eager to help create the exceptional Apple experience for every customer.

As an avid Apple user, I value the seamless integration of the ecosystem and how each product works together to enrich daily life. I keep up to date with the latest trends and regularly watch Apple Keynote announcements, which deepens my understanding of new features and innovations. This enthusiasm allows me to share authentic insights with customers and help them discover how Apple products can best fit their needs. I am excited for the opportunity to contribute to your mission.

In my previous roles at Starbucks and Shoe Palace, I interacted with 50+ customers daily, actively listening to their needs and providing tailored recommendations. I consistently upsold new products, contributed to daily sales goals, and worked with my team to deliver outstanding service during peak hours. These experiences have strengthened my ability to connect with people, personalize solutions, and create positive experiences—skills I am eager to bring to Apple.

Beyond customer service, my academic and coaching experiences have honed my ability to analyze information, communicate clearly, and adapt to diverse needs. Whether helping a teammate grow their skills or supporting a customer in choosing the right solution, I thrive in collaborative, inclusive environments where curiosity and learning are encouraged.

I would be proud to represent Apple's values by building customer loyalty, sharing knowledge with my peers, and ensuring that every interaction leaves customers inspired and confident in their choices. Thank you for considering my application, and I look forward to the opportunity to discuss how I can contribute to your team.

Sincerely,

Jacob Rosario