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Hiring Manager  
ATS Automation Tooling Systems  
Cambridge, ON, CA, N3H 4R7  
Dear Hiring Manager,

I am writing to express my strong interest in the Customer Training Coordinator position at ATS Automation Tooling Systems, as detailed in Requisition ID: 10740. With over five years of experience in providing technical support, conducting trainings, and developing technical curriculum, I am confident in my ability to contribute positively to ATS's training initiatives, ensuring that your customers are well-equipped and knowledgeable about your products. Having worked at BestBuy as a Training & Technical Specialist and a Geek Squad Technical Support Specialist, I have consistently demonstrated my skills in providing top-tier technical support and training to a wide range of customers. I have a proven track record of developing and executing comprehensive training programs, understanding intricate technical challenges, and collaborating with multidisciplinary teams to ensure that customers have the knowledge and support they need.

Here's how my experience aligns with the specific responsibilities of the role:

- **Curriculum Development:** My experience in conducting technology tutorials and training programs has equipped me to understand the needs of learners and develop effective training materials. I am confident in my ability to develop technical curriculum, such as course books, focused on Automation Systems, Safety, and I.S.O., ensuring a rich learning experience for ATS's customers.
- **Hands-on Training:** With a 98% first-call resolution rate and a 95% issue resolution rate on first visits, I have honed my ability to diagnose issues, conduct hands-on training, and communicate complex information in an easily digestible manner.
- **Coordination & Teamwork:** Collaborating with multiple departments at BestBuy, I've streamlined the customer experience, ensuring seamless integration of sales and post-sales support. This aligns with the coordination duties described for the ATS role, and I am eager to bring this experience to benefit ATS's customer training initiatives.
- **Continuous Learning:** My educational background in IT and my proactive approach to learning have kept me updated with the latest in automation components and devices. I am always eager to expand my knowledge to ensure the most accurate and up-to-date training for customers.

I am passionate about empowering customers through effective training. I believe that with my combination of technical acumen, training expertise, and a deep commitment to customer satisfaction, I can be a valuable asset to the ATS team.

Thank you for considering my application. I am eager to discuss how my background and skills align with the needs of ATS Automation Tooling Systems and look forward to the opportunity to speak with you. Please feel free to contact me at your earliest convenience.

Warm regards,  
Dhruvil Jitendrabhai Virani

