

# [Abhishek Kumar]

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Dear Hiring Manager's Name/Team,

I am excited to apply for the Email Specialist role at [Company Name], where my technical expertise in software development, client-centric problem-solving, and experience delivering scalable technical support align with your team's goals. With 3+ years of freelance experience building user-focused applications and resolving complex technical challenges, I am eager to contribute my skills to optimizing your email systems and enhancing customer communication workflows.

## Key Qualifications

- **Technical Proficiency:** Proficient in React.js, TypeScript, and JavaScript, with hands-on experience in API integrations, AWS (EC2, Route53), and DevOps practices—skills directly applicable to email deliverability troubleshooting (SMTP/IMAP, DNS configurations).
- **Support Excellence:** Achieved 100% client satisfaction by resolving 100+ technical issues for 15+ clients. Reduced repeat queries by 40% through comprehensive documentation and knowledge base management.
- **Customer-Centric Approach:** Led user support for 50+ weekly inquiries at Hovr (a ride-sharing app), maintaining a <2-hour response time and implementing feedback-driven improvements that boosted user retention by 30%.
- **Collaboration & Tools:** Fluent in Zendesk, JIRA, and Freshdesk, with a proven ability to manage multiple priorities in Agile environments while maintaining code quality and system reliability.

Thank you for considering my application. I would welcome the opportunity to discuss how my background in software development and technical support can contribute to [Company Name]'s success. I am available for an interview at your convenience and can be reached at +91 75503 69184 or [pr.abh@hotmail.com](mailto:pr.abh@hotmail.com).

Sincerely,  
Abhishek Kumar