

Dear Slack,

As the fastest-growing business application in history, working at Slack is a once in a lifetime opportunity. On the 15th of January, 2019 I'm moving from New Zealand to Ireland to build a career in the technology industry. When I arrive in Dublin, my goal is to work for a technology company that helps to improve the lives and success of people at work. Based on my professional experience and personal goals I believe I'm a great fit for the currently advertised role of Customer Experience Agent in Slacks Dublin office.

I have five years of experience working directly with customers. While working for IAG NZ as an Insurance Claims Manager, I efficiently and effectively resolved customer enquiries via phone and email. This involved progressing insurance claims from the start of claim lodgement through to paying insurance settlements and closing these claims. Each new phone-call, claim, and email was a new challenge, while each required quick action to successfully resolve. The role required close collaboration and consultation with peers, clear explanations of technical insurance outcomes, effective decision-making and overall tact in communicating final settlement decisions.

I have further customer support experience from working for St John Ambulance service, NZ's emergency ambulance service. There, I worked as an emergency (111) operator, receiving calls from patients in a range of situations. In this role, I learnt how to act with diplomacy and poise during life-threatening, high-pressure situations. This role demanded the ability to work quickly and effectively to triage patient emergencies while balancing a constant need of empathy, care and compassion.

Most recently at IAG NZ, I've worked in a newly created team responsible for 'Customer Experience Strategy'. As a Design Lead, I worked with the Customer Experience Strategy team and the wider IAG organisation to identify and implement customer experience improvements. These improvements focused on addressing consistent customer pain points, changing organisational culture towards 'customer-centricity' and highlighting primary drivers of customer satisfaction. As an Insights Consultant, I spoke with hundreds of customers who had provided negative feedback about their experience IAG. This information was then synthesised and used to direct future customer experience projects.

I believe Slack offers a fantastic opportunity for growth and development, and that I have a lot to offer Slack in return. I am thoughtful, creative and pragmatic. I work well with others, enjoy collaborating and love to mentor and share what I know. I'm hugely excited about Slack and the possibility of what I can offer.

My phone number is +6427-322-4961, and my email address is jasoncrabtree@gmail.com. Thank you for your time and consideration, I hope to speak with you soon.

Warm regards,

Jason Crabtree