

RAFAEL SOUSA

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February 17, 2020

Sean Finley, Technical Support Manager
HubSpot
829 Amherst St.
Coquille, OR 97423

Dear Mr. Finley,

I came across the job posting for a Technical Support Representative and when reviewing the requirements, I was excited to see how my skills aligned with what you are looking for. I believe my qualifications would be an ideal match for the Technical Support Representative role at HubSpot.

I am a hardworking and technically savvy professional with the ability to solve any problem that comes my way. In my Help Desk Support role at Snow Software, I contributed to a 50% increase in customer satisfaction by communicating effectively with customers and resolving technical issues in a timely manner. I am able to get through 20 tickets per day with ease while providing excellent customer service.

Because my professional goals align with HubSpot's mission and values, this opportunity is especially exciting. I believe my critical thinking, problem-solving and customer service abilities will support and drive your continued organizational success.

To demonstrate the scope of my career history and professional competencies, please take a moment to review my attached resume. I appreciate your evaluation of my credentials and subsequent response.

Sincerely,
Rafael Sousa