

Dear Hiring Team,

I am interested in the role of UX Writer at Mochi Health due to my passion for crafting thoughtful solutions that address user pain points and enhance experiences through creative problem-solving.

For example, after interacting with tea enthusiasts on several online forums, I became aware of a gap in the market for customizable herbal tea delivery services. While customers can order tea from mainstream tea shops and have it delivered through popular food delivery services, those who wish to create their own tea blends on the go, using a wide variety of ingredients, have very few options. This realization inspired me to conceptualize a digital service tailored to meet this need, transforming a common frustration into an opportunity for innovation.

I share this anecdote not only to illustrate my enthusiasm for tea but, more importantly, to highlight my commitment to identifying user challenges and delivering meaningful solutions. By conducting user interviews, running usability tests, and designing UI style guides, I have honed the skills necessary to address such pain points effectively. Most recently, I conducted a card sorting exercise that provided insights into optimizing the information architecture of interactive image editors. This work helped refine navigation elements for power users and enhanced conversion rates, further solidifying my expertise in content design.

I am eager to bring this problem-solving mindset and user-centered approach to Mochi Health and assist in developing cohesive, user-focused content strategies. Thank you for considering my application.

Sincerely,

Nicholos Palmer