Dear Hiring Team at Zendesk,  
  
I am excited to apply for the \*\*Customer Support Lead\*\* position at Zendesk. With a strong background in \*\*Generative AI, Natural Language Processing (NLP), and back-end development\*\*, coupled with a proven track record of leading technical teams and delivering innovative solutions, I am confident in my ability to contribute to your mission of providing exceptional customer service software.  
  
In my role as \*\*Deputy Co-Founder and Chief Technology Officer at PlawLabs\*\*, I spearheaded the development of AI-driven systems, including the back-end and AI integration for the Clade AI Mini prototype. My responsibilities included leading cross-functional IT teams, designing custom AI/ML algorithms, and ensuring system scalability through meticulous documentation and debugging. These experiences have honed my ability to manage complex technical projects while maintaining a customer-centric focus.  
  
One of my key achievements was co-authoring the research paper \*\*"Streaming Intelligence: Harnessing AI and Big Data in the Competitive Landscape of Digital Content Platforms,"\*\* which highlights my expertise in leveraging AI to solve real-world challenges. Additionally, my hands-on experience with \*\*Flask, WordPress, and back-end web development\*\* has equipped me with the technical versatility to adapt to Zendesk’s dynamic environment.  
  
What excites me most about Zendesk is your commitment to empowering businesses through innovative customer service solutions. My passion for \*\*creative problem-solving, leadership, and mentoring\*\* aligns perfectly with your culture of collaboration and continuous improvement. I am eager to bring my technical expertise and customer-focused mindset to your team, ensuring that Zendesk continues to deliver exceptional experiences for its users.  
  
Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experiences align with the needs of your team.  
  
Best regards,   
\*\*Mehmet Utku ÖZTÜRK\*\*