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 delivering 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 leadership in coordinating cross-functional IT teams and designing custom AI/ML algorithms has consistently resulted in scalable, high-performing solutions. Additionally, my co-authorship of the research paper \*"Streaming Intelligence: Harnessing AI and Big Data in the Competitive Landscape of Digital Content Platforms"\* reflects my commitment to innovation and thought leadership in the tech space.  
  
Some highlights of my experience include:  
- \*\*Leading IT teams\*\* to deliver complex projects on time and within scope.  
- \*\*Designing and implementing AI/ML algorithms\*\* tailored to unique product needs.  
- \*\*Documenting technical processes\*\* and system architectures to ensure scalability and future development.  
- \*\*Mentoring and guiding teams\*\* to foster collaboration and innovation.  
  
I am particularly drawn to Zendesk’s dedication to creating seamless customer experiences through cutting-edge technology. My expertise in \*\*NLP, back-end development, and team leadership\*\* aligns closely with the technical and operational demands of the Customer Support Lead role. I am eager to leverage my skills to enhance Zendesk’s customer support solutions and contribute to your ongoing success.  
  
Thank you for considering my application. I would welcome the opportunity to discuss how my experience and skills align with Zendesk’s goals. Please feel free to contact me at your convenience.  
  
Best regards,   
\*\*Mehmet Utku ÖZTÜRK\*\*   
[Your Contact Information]   
[LinkedIn Profile or Portfolio Link]