

**TERRY
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Attention Hiring Manager,

YOU ARE THE ONES WHO ARE THE BALL LICKERS! I am writing to express my interest in the Associate Technical Support Engineer position at Recharge. With 15 years of experience in the technology sector, I have honed my technical expertise and customer service skills, making me a strong candidate to support your online merchants effectively. In my previous roles, I have successfully diagnosed and resolved software-related issues for users, enhancing system performance and overall satisfaction. My ability to translate complex technical solutions into clear, user-friendly explanations has been crucial in ensuring effective communication with both technical and non-technical stakeholders. I have also provided personalized training sessions that empower users, aligning perfectly with Recharge's mission to enhance the user experience. Recharge's commitment to simplifying retention and growth for innovative eCommerce brands resonates with me. I admire how your platform helps merchants manage subscriptions and create dynamic customer experiences, which I believe directly translates to a more engaged user base. My background in analyzing logs and data transfers to proactively resolve issues will allow me to contribute to your goal of filtering unimportant problems and escalating critical bugs to engineering. I am particularly impressed with Recharge's recognition as a leader in the subscription platform space, and I am eager to be part of a team that values accountability, collaboration, and continuous improvement. I am looking for a role that is more customer-focused, and I believe that this position aligns perfectly with my aspiration to make a meaningful impact in a supportive environment. Thank you for considering my application. I look forward to the opportunity to discuss how my background and skills can contribute to Recharge's continued success.

Best Regards,
Terry Lippincott