

Hello Vimeo team!

I am interested in working for Vimeo because I am very confident I will excel in the role of Vimeo, as I have a track record of success in similar, if not identical, responsibilities.

In my previous role at Teachable, I routinely exceeded my customer satisfaction, email efficiency, and quality management metrics. This enabled me not only to be promoted to Senior Technical Support Agent but also to be selected as part of a small team that worked exclusively with Teachable's most valuable clientele. More than anything, my ability to ask meaningful questions, design creative experiments, and remain empathetic with customers allowed me to succeed.

Before Teachable, I was a business development representative at Salesforce. My experiences at Salesforce taught me how to quickly establish rapport with clientele, confidently lead sales conversations, and effectively position Salesforce's solutions within a customer's specific needs.

That said, I possess not only excellent interpersonal and client management skills but I am also technically savvy and highly motivated to learn more about technology. Since April 2023, I have completed twelve credits in college-level Computer Science courses, focusing on Python and JavaScript.

This is why the job description for the Vimeo role at Vimeo aligns so well with my current skill set. I have both a strong technical background and the ability to quickly establish rapport and build trust with a broad range of stakeholders, evidenced by my beginnings at Salesforce, my recent tenure at Teachable, and my academic achievements.

Additionally, I will provide value to Vimeo with specific experience troubleshooting issues with video players. While at Teachable, I helped customers upload videos, understand formatting specifications, add captions, and integrate live streams into their lectures with iframes from Vimeo and Youtube.

Thanks for considering me for the role of Vimeo! I hope we can speak about this role in person. My contact information is provided on my resume.

Sincerely,

A handwritten signature in black ink that reads "Tom Magnus". The signature is written in a cursive, flowing style with a large, stylized 'M'.