I am writing this to express my interest in working as a xxxx at xxxxx.

I began my career working for an American contractor in Afghanistan, where I was a local journalist reporting to the US military for more than a year, after which I moved to Germany. In Germany, I was lucky to work for Sportradar, ​one of the world’s biggest sports data companies, where I was ‘Senior Technical Support’. Sportradar had an in-house platform to provide sports data as an API built on Java. When clients had problems with billing or data connections, I had to handle those issues, sometimes with 50+ technical issues per day. Collectively as a team we managed to be nominated and eventually won the Best Customer Support Award in Europe in 2016. As part of the award, Sportradar highlighted my handling of customers in the annual company publication.

I moved to the US in 2017 as a permanent resident and started working at BusinessWire's web support team, supporting the distribution of press releases in the US and abroad. At Business Wire, I wore multiple hats, from providing technical support to designing and maintaining Investor and News sites for our customers using Drupal CMS. Apart from building from the ground-up, I also implemented changes to these sites using the platform. Additionally, I played a pivotal role in creating support workflows, in better streamlining second-level escalation processes, and in preparing documentation to track issues. For example, I suggested and implemented a customer-feedback process where customers provided direct feedback to how their cases were handled, which played three important roles: first, it increased customer satisfaction; second, it helped the team work efficiently and effectively; and finally, it made support a data focal point.

Finally, I have always tried to learn extensively in my free time and I continue to code. For example, I attended a three month long Product Management class in San Francisco, which turned me into an advocate for customer's voice, how to better know and recognize the customer pain points and serve them accordingly. It's very difficult to master Agile, but to better understand the whole process and to find-out who fits where in the cycle, I got two more relevant certificates: Certified Scrum Master (**C**​**SM​**) and Certified Scrum Product Owner (​**CSPO​**). I also started a web design company, and we now have 7 customers that use our websites. I have used the following programming languages: HTML, CSS, JavaScript, Bootstrap, Sass, Nodejs, and MongoDB, while applying the agile software development skills I had learned.

I believe that in today's fast paced technology market, apart from being a good engineer or a technical specialist, it is equally important to know or at least be familiar with the whole cycle of supply and demand (vendor and customer). One cannot be a good engineer unless he/she can better identify the pain points from a customer's perspective. Therefore, I am confident that my practical experience can serve and contribute to XXX COMPANY’S growth, success, and most importantly keep customers happy.

I've attached my resume and am available via email or phone. If you have any questions, please; do not hesitate to reach out. Thank you for your time and consideration; I am looking forward to hearing back from you.

Sincerely,

Zaki Sediqyar