





CLIENT'S NAME

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 <https://linkedin.com/clientslinkedin> | <http://clientswebsite>

Date

Name

Title

Target Organization Name

Organization Address

Dear Hiring Manager:

I am writing to express my keen interest in **the Director of Customer Service** position at [Company Name], as advertised. With a proven track record in elevating customer satisfaction and driving strategic initiatives, I am confident in my ability to contribute to the continued success of your organization.

As a seasoned leader, I have successfully managed customer success operations for a portfolio of over 70 of the company's largest clients, generating an impressive \$70M in annual recurring revenue (ARR). My expertise lies in designing and implementing strategies that resulted in renewals for 128 customers in 2023, amounting to \$33M in ARR. This achievement underscores my ability to align business objectives with customer needs, maximizing revenue growth and exceeding performance metrics.

My background includes serving world-leading companies such as Company 1, Company 2, Company 3, and Company 4. These experiences have equipped me with a comprehensive understanding of diverse industries and honed my skills in fostering collaborative relationships with key stakeholders. I take pride in consistently delivering exceptional customer experiences and have successfully improved customer satisfaction above the SaaS industry standard, as evidenced by a net promoter score (NPS) of 36.2.

I am adept at developing and leading high-performance teams, implementing innovative customer-centric strategies, and optimizing customer success processes. My strategic mindset and articulate communication style have been instrumental in achieving and exceeding organizational goals.

I am excited about the opportunity to bring my skills and passion for customer success to [Company Name]. I am confident that my experience, leadership capabilities, and dedication to delivering exceptional results align seamlessly with the requirements of the Director of Customer Service role.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experiences can contribute to the continued success of [Company Name]. Please find my resume attached for your review.

Sincerely,

Client's Name

Enclosure: *Resume*