

Selena Ramirez

Customer Success Manager
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RACHEL JOHNSON

Hiring Manager
Advanced Marketing Solutions
(987) 654-3210
racheljohnson@advancedmarketingsolutions.com

Dear Ms. Johnson,

At Brand Storytelling Inc., I led the development of the customer success departments and oversaw a team of more than 60 personnel to deliver brand consulting and digital marketing services. By establishing new support models, my team improved client satisfaction scores from 85% to 94% for top accounts. I can achieve similar success for your organization in the customer success manager position.

Advanced Marketing Solutions has a reputation for excellence in its dedication to customer care, which strongly aligns with my professional background. I'm confident I can help your organization continue to enhance its delivery of marketing consulting services based on my career achievements:

- Built, developed, and managed the customer success department and defined strategies to enhance the client experience for accounts valued at up to \$15 million
- Coordinated with the director of marketing to refine digital marketing services based on brand objectives and market expansion opportunities, resulting in a 94% customer satisfaction rating
- Led the customer onboarding process, identified opportunities to enhance client engagement, and served as the point of contact for senior management and stakeholders

I would like to schedule an interview to provide more insights into how my expertise in organizational development can help you improve your customer success department. You may contact me via phone or email at your earliest convenience. I appreciate your time and consideration.

Sincerely,

(Insert Signature Here)

SELENA RAMIREZ