

FRANCESCA DALEMBERT

Seasoned Product Manager | Customer Service Champion | Innovative Problem Solver



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Dear Hiring Committee,

With this letter and the attached resume, I would like to express my sincere interest in the position you have available. As a growth-focused and versatile professional with a diverse background encompassing customer service, technical support, and product management, I am excited about the opportunity to contribute to your team and drive success for your company.

Throughout my career spanning six years, I have developed a comprehensive skill set tailored to understanding customer needs and delivering exceptional service. My technical background has equipped me with the ability to effectively communicate complex technical concepts to non-technical stakeholders, facilitating seamless collaboration between product development teams and customers.

In my latest position as a Product Support Representative, I played a crucial part in resolving a range of issues concerning disputes, refunds, and credits. Particularly, I spearheaded the revision and enhancement of more than 100 macros across various CRM platforms, took charge of identifying critical bugs as the primary agent for the East Coast, and effectively handled deletion requests, processing 250–350 deletions every quarter. These experiences have equipped me with a deep comprehension of product management strategy and the knack for fostering innovation while attaining business goals.

Moreover, my track record in customer success speaks for itself. I have consistently surpassed customer expectations by proactively identifying and addressing their needs, resulting in high customer satisfaction scores and retention rates.

As a leader, I am deeply committed to nurturing cohesive teams. My leadership background includes spearheading cross-departmental documentation projects at Recruitics, establishing a specialized support system at YEXT, and serving as an on-call subject matter expert for EMEA contract agents and new East Coast hires at DropBox. I am confident that my background and skills make me an ideal candidate for your team.

Thank you for considering my application. I am enthusiastic about the possibility of joining your team and am available at your earliest convenience for an interview. I look forward to the opportunity to discuss how my skills and experiences align with the needs of your company.

Sincerely,

Francesca Dalembert