

HARRY VOILET

DIRECTOR OF CUSTOMER SUCCESS

Executive Leadership | Digital Transformations | Customer Engagement

ArielLuv@gmail.com • (345) 354 - 6910 • [Linkedin.com/in/ArielleLuv](https://www.linkedin.com/in/ArielleLuv) • New York, New York 10012

To: Zappos

Regarding: Director of Customer Success (Job ID# 55555)

Greetings!

While I haven't set up a server in my closet yet, I did successfully start a web-based social network for language learning from my bedroom that grew to over 65k users and was eventually acquired by Rosetta Stone- But don't worry, we had relocated our operations into a proper office space by then.

Built on a backbone of software engineering, product design and start-up entrepreneurship, I thrive in that space between clients, technology, and business. Through the rollercoaster ride of building an international social networking platform from the ground up, I know what it is like to cultivate something tangible from an idea, and am confident that I will be able to use the priceless lessons I have learned in customer experience, engineering, problem solving and product strategy to spearhead the Customer Success Engineer career path and pave the way for future CSEs to come.

With how fast Zappos is growing, I am sure you read a multitude of cover letters a day, so to spice things up, let's look at how I will impact the enterprise team as a loose correlation with the OSI stack:

Layer 1- Physical: One human being would be added to the workforce which equals more possible productivity.

Layer 2- Data Link: The large data packets of broad technical knowledge that I have learned through my career in software development and entrepreneurship will bridge the gap between the customer service and software engineering teams.

Layer 3 - Network: I am fascinated by the power of bringing social networks together on a digital platform and can leverage my experience with growing a strong and loyal member base from scratch.

Layer 4- Transport: I am equally open to working remote or from a Zappos office.

Layer 5 - Session: I know when and how to connect the right people, and enjoy starting meaningful conversations with end-users, which will lead to enhanced customer trust and confidence.

Layer 6 - Presentation: From talking code with engineers, to negotiating contracts with stakeholders, I excel at catering my message to each person I am presenting ideas to.

Layer 7 - Application: As a developer and user, I am very passionate about Zappos, and want to apply my skills to create an unstoppable product.

With 11+ years of experience under my belt, the next step for me to level up in my career is to make an impact on something bigger, and Zappo's network of nearly 40 million monthly visitors would give me the opportunity to do just that. Plus, it is extremely hard to find an employer that doesn't use a sharp poking stick for motivation nowadays, so you can also count me in because of that!

Thank you for your consideration.

Sincerely,

Harry Violet