

KAI YAMASHIRO

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Jessica Miata, Talent Acquisition Manager
The New York Times Company
620 Eighth Avenue
New York, NY 10018

January 18, 2023

ENCLOSURES

Resume
Application

Dear Ms. Miata:

I have long admired The New York Times' commitment to integrity and objectivity, so I am excited to further your mission of offering straightforward customer care that serves readers and bolsters journalism. I share your goal of providing meaningful information to people around the world, and with two years of valuable experience, I can help you reach more customers, identify communication gaps, and strengthen customer relationships as your customer service specialist.

In my latest role as the technical customer service associate at SUNY Maritime College, I solved technical complaints from students and worked with a team to solve complex concerns. After recognizing common trends in customer complaints, I created SUNY's Tech Assistance site, which provides articles and FAQ pages to answer common questions, such as student account password resets and account issues. Since the integration of this site, our CSAT score improved by 52 percent, and our ESAT score improved by 18 percent, freeing our time to work on other projects.

Despite success, my team and I still faced inquiries regarding technical topics we could not cover in a single appointment. So, we partnered with the electrical engineering team to host monthly Tech Talks—community forums that answered questions relating to specific topics as chosen by the public. After implementing these forums, our average issue count decreased by 20 percent, and our ticket backlog decreased from 50 to less than 20 tickets a week. Moreover, the forums increased our presence on campus, leading to three new hires in a semester.

I understand the importance of trust, respect, and collaboration between a corporation and its consumers. I would be honored to be your customer support specialist and challenge myself to provide better service and resolve customer account conflicts efficiently for The New York Times. Thank you for reviewing my application, and I would be happy to share more about my experience at your earliest convenience.

Sincerely,

Kai Yamashiro

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Cover Letter 2025 Customer Service:

USPTO Image File Wrapper Petition Decisions 0110 , Writing a Perfect Résumé and Cover Letter: Justin Chamberlain,2025-06-24 Writing a Perfect Résumé and Cover Letter Your Toolkit to Create Your Own Professional CV to Land Your Dream JOB In today's competitive job market crafting a winning résumé and cover letter has become more crucial than ever A well-crafted application can be the key to unlocking exciting career opportunities and landing your dream job As the landscape of job seeking evolves it's essential to stay informed about the latest trends and strategies to stand out among the competition Here Is A Preview Of What You'll Learn Understanding the Role of a Résumé and Cover Letter Identifying Your Target Audience and Customizing Your Résumé Crafting an Engaging Introduction to Grab Attention Emphasizing Transferable Skills for Career Changers Incorporating Keywords and Industry Specific Terminology Formatting Tips for an Aesthetically Pleasing Résumé Creating an Eye Catching Header and Professional Contact Information Organizing Your Résumé Sections for Maximum Impact Optimizing Your Résumé Length and Font Selection Adding a Professional Summary or Profile Statement Showcasing Education Certifications and Training Including Relevant Projects and Freelance Work And Much more Take action now follow the proven strategies within these pages and don't miss out on this chance to elevate your mindset to new heights Scroll Up and Grab Your Copy Today

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Inc,1998-10

The Post Magazine and Insurance Monitor ,1927

Postage and the Mailbag ,1918

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