

PERSONAL DETAILS

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Dear hiring manager,

I was genuinely excited to see your opening for a Customer Support Specialist. Your company sits at the intersection of technology and human-centered service — exactly where I see myself growing. I believe my background and attitude to work align well with what you're looking for.

I hold a Bachelor's degree in Human Resource Management from Kyiv National Economic University. During my studies, I worked in the customer support team at Rozetka, where I handled inquiries via phone, email, and live chat. In that fast-paced environment, I learned how to defuse tense situations, explain things clearly, and stay efficient using CRM tools.

In 2025, I completed the “Customer Support for Tech Companies” course by Projector and interned with a SaaS startup based in Copenhagen. There, I supported English-speaking clients using Zendesk and Zoom, and helped create internal documentation for new support team members.

What draws me to your company is the focus on thoughtful support and openness to improvement. I’m a quick learner, love clear processes, and feel confident dealing with the unexpected. I'm also comfortable with flexible hours and would be happy to contribute to refining workflows within the team.

I’ve attached my CV and would love the opportunity to talk further. Thank you for considering my application.

Best regards,
Ava Hatt