

# KAI YAMASHIRO

## Customer Service Specialist

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### ENCLOSURES

Resume  
Application

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

January 18, 2023

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**

# Cover Letter Last 90 Days Customer Service

**Marco Casella**



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