
NOMBRE APELLIDO

Customer Support Specialist

MADRID, SPAIN

6XX XXX XXX / NOMBRE@EXAMPLE.COM

Madrid, Spain, 29 de octubre de 2026

Mr Fitzgerald
Northway Systems (fictitious company)
Dublin, Ireland

Dear Mr Fitzgerald,

I am writing to apply for the Customer Support Specialist position advertised on your careers page. For the past three years I have worked in a bilingual support team for an online travel company, handling around 40 customer queries a day by phone, chat and email.

In that role I introduced a short checklist for refund requests, which cut the number of cases we had to escalate to a supervisor. I enjoy solving problems step by step and explaining them clearly, which is what your job description highlights.

I am particularly interested in Northway Systems because of your focus on small businesses. I would like to work with customers who depend on your product every day. I am a native Spanish speaker and my English is at C1 level, and I am willing to relocate to Dublin within two months.

My day-to-day work involves using a ticketing system, keeping accurate notes on every case and following up until the customer confirms that the issue is closed. Last year my customer satisfaction score averaged 94 %, and I was asked to train five new colleagues during our summer peak.

I am comfortable working with a distributed team and writing clear, friendly replies in both English and Spanish. I like to document what I learn, and I recently wrote a short guide to the most frequent billing questions that our team still uses.

I have attached my CV. I would be glad to discuss my application in an interview.

Kind regards,

Nombre Apellido

Datos ficticios de ejemplo: sustituye el texto por el tuyo y borra esta línea.