

[Your Full Name]
[Phone Number]
[Email Address]
[LinkedIn Profile/Portfolio Link]

[Current Date]

[Hiring Manager Name]
[Title, e.g., Head of Customer Success]
[Company Name]
[Company Address]

Dear [Hiring Manager Name],

I am writing to express my interest in the [Job Title] position at [Company Name]. As a Customer Success professional with [Number] years of experience in the SaaS industry, I have a proven track record of reducing churn, increasing Net Retention Revenue (NRR), and driving product adoption for [Type of Client Base: e.g., Enterprise/SMB] accounts.

In my previous role at [Previous Company], I managed a portfolio of [Number] accounts with a combined ARR of [\$ Amount]. During my tenure, I successfully [Key Achievement: e.g., improved renewal rates by X% or implemented a new onboarding workflow]. I am particularly drawn to [Company Name] because of your innovative approach to [Specific Industry/Problem the SaaS Solves], and I am eager to apply my expertise in [Key Skill: e.g., QBRs, account health monitoring, or cross-departmental collaboration] to help your clients achieve their desired outcomes.

I am proficient in using [Software/Tools: e.g., Salesforce, Gainsight, Zendesk, or HubSpot] to track customer health scores and identify expansion opportunities. My approach centers on being a proactive partner to my clients, ensuring they realize continuous value from the platform throughout the entire lifecycle.

Thank you for your time and consideration. I look forward to the possibility of discussing how my background in customer advocacy and technical relationship management can contribute to the continued growth of [Company Name].

Sincerely,

[Your Name]