

J E R E M Y

S M I T H

Dear Susan,

Just a quick note to thank you for taking the time to meet with me to discuss the call center manager opportunity. I enjoyed hearing more about how the team plans to ramp up in preparation for the XYZ product launch, and I have some specific ideas on how I could help streamline this effort. It was also such fun to realize we were cross-town rivals back in our high school wrestling days!

I look forward to continuing the conversation after you've completed this first round of interviews. In the meantime, please feel free to call or email if I may provide any additional information to help the team in your decision making process.

Sincerely,

Jeremy Smith

J E R E M Y

S M I T H

Dear Susan,

As a native Oregonian who has successfully convinced dozens of friends to move to our great state (including the Floridian who agreed to become my wife), I get really excited about innovative products that emerge from the Pacific Northwest. A long-time weekend handyman, I also get excited about really cool tools. (I won't even admit how many times I've watched the episode of This Old House featuring your table saw demo.)

Hammersaw Industries has been on my radar for some time as a game-changer right in my own backyard. When I saw that you're seeking a Technical Support Manager, I felt compelled to introduce myself and share the ways in which I could contribute as you forge into new markets and accelerate the growth of your brand.

What, exactly, can I bring to Hammersaw as Technical Support Manager?

Demonstrated strengths in leading a technical support team. My career began as a tech support manager for another innovator with a game-changing product. My teams had to maintain a focused and effective approach to help customers and resolve their technical support needs. Our efforts played a key role in helping the firm grow from zero to \$5M, in less than two years.

Experience with vendor management. In my current role, I oversee the performance and contracts of 10+ vendors. Dealings with these vendors include contract negotiations, escalations and compliance issues.

SAMPLE COVER LETTER

A commitment to outstanding support and leadership. In each company I've represented, technical support was tightly linked to customer service. I've always understood that an outstanding experience with technical support led to future sales and to vocal, loyal fans of the brand. If you don't have a technical support team that understands their key function in delivering outstanding experiences, then you've lost a vital opportunity. I lead to this philosophy.

Strong mechanical aptitude and love of construction and building. I can explain to people how to work through even the most challenging technical problems, and also the simple ones. Often, the simple problems are the most difficult to diagnose and resolve, but patience with the customer and care for the person on the other end of the phone will go a long way to building trust.

Matthew, I'm so impressed by what Hammersaw is building, and I'm quite interested in being a part of it. My enclosed resume shares additional detail on what I bring to the table.

I'd love to meet to discuss your needs further, and share the ways in which I could bring value to the team.

Thanks so much for your consideration. I hope to hear from you soon!

Sincerely,

Jeremy Smith

SAMPLE NETWORKING LETTER

J E R E M Y

S M I T H

Dear Susan,

A quick hello and a request for your help. As many of you know, my most recent role with ZeeTech ended after I recommended the job be eliminated as part of an urgent financial crisis. As the dust settles on that whirlwind, I'm now in the process of finding a new leadership opportunity that will allow me do what I do best:

- Build and execute revenue growth strategies
- Solve problems / revive at-risk organizations
- Lead business operations
- Manage a sales organization
- Coach and train leaders or sales teams

Considering that every professional role I've held in the past 10+ years has come through networking, I am hopeful that you may be willing to help me by introducing me to friends or colleagues working in one of the following fields / settings:

- Emerging / startup companies in need of growth strategies
- Technology firms working to accelerate revenue
- Corporations facing significant operational challenges
- Organizations challenged by at-risk client accounts

SAMPLE NETWORKING LETTER

The key strengths that I'd like to put to use in my next role include:

Natural ability to uncover and solve complex business issues. My primary career focus over the past decade has been on helping organizations solve problems, drive revenue and achieve unprecedented results.

Experience engaging, inspiring and coaching C-level clients. Coaching, communicating and motivating business leaders and work teams to share insights and uncover unique selling propositions (or weaknesses) are among my top strengths (and favorite professional activities).

Knowledge of the specific needs of smaller companies / industries. Many of the clients with whom I worked at Spider Lake Consulting were small- and mid-sized organizations seeking ways to accelerate revenue. I am comfortable and confident working with larger corporations, but my background leans toward collaborating with community based companies, nonprofits and startups.

A few companies I'm very interested in are: XYZ Corporation, Midsize United, Portown Manufacturing and EastBay. (I'd love an intro to someone here!)

I sincerely appreciate your support. Please don't hesitate to share this information with others and, if I may return the favor at any point, I'd be glad to share my contacts and resource or help in any way that I can.

I hope all is well with you. Thank you in advance!

Sincerely,

Jeremy Smith