

Nathan Kim

Customer Service Representative



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San Francisco, CA 94103

To Ms. Betty Vandebosch

Coursera Inc.

Dear Ms. Vandebosch,

I am applying for the Customer Service Representative role at Coursera. My experience supporting learners and instructors in online environments positions me well to contribute to your mission of expanding access to education.

Previously at edX, I responded to inquiries about course enrollment, technical issues, and platform navigation. I worked closely with both students and partner institutions, and I took pride in making online learning feel human and accessible. My team resolved over 93% of tickets within 24 hours.

I admire Coursera's global impact and its partnerships with top universities. I would be honored to support learners from diverse backgrounds as they pursue their goals through your platform.

Thank you for considering my application. I look forward to the opportunity to contribute to your success.

Sincerely,

Nathan Kim