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August 7, 2026

Dear Brightdesk team,

When a help-desk software company delivers customer support, every interaction doubles as a product demonstration, requiring replies that are genuinely clear rather than defaulted to canned responses.

Handling 40 to 50 billing, device, and contract issues daily at Vodafone built my habit of translating technical friction into simple solutions. Maintaining a 4.8/5 satisfaction score over three consecutive quarters came from listening past customer frustration and avoiding rigid templates. When I noticed our store team repeatedly getting stuck on the same five router setups, I wrote a troubleshooting cheat-sheet that was adopted for onboarding new staff – the exact same instinct I would bring to updating Brightdesk's help center articles and feeding recurring bugs back to product teams.

Navigating high-volume queues in both Portuguese and C1 English while using Zendesk daily means I can step directly into your European support queue without needing a ramp-up period on basic workflow tools.

My focus at Brightdesk would be ensuring our chat and email response times stay fast during peak volume without ever losing the human tone that turns a frustrated user into a loyal advocate.

Kind regards,

Marta Silva