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**Hiring Manager**

[COMPANY NAME]

**Re: [ROLE TITLE] Application — Stephen Craig Mitchell**

Dear Hiring Manager,

I am writing to express my strong interest in the [ROLE TITLE] position at [COMPANY NAME]. I am a customer success and account operations professional with 3,900+ verified 5-star customer interactions, VIP hospitality experience, and a background in high-acuity caregiving — a combination that means I can build trust quickly, resolve issues calmly, and protect revenue through retention.

My customer-facing track record includes managing VIP guest relations for high-value clients, coordinating care for vulnerable clients and their families, and maintaining a 5.0★ average across thousands of independent rideshare interactions. Behind the scenes I have built CRM-style command centers, documentation systems, and feedback loops that keep customer context from getting lost between teams.

In the first 90 days I would map the customer journey, identify friction points, and establish baseline retention metrics within 30 days; implement an onboarding or feedback-loop improvement with documentation by day 60; and by day 90 present retention or satisfaction improvement with data. My focus is always on the customer outcome, not just the ticket closed.

I am based in Henderson, NV, available immediately, and open to remote, hybrid, or on-site roles. I would welcome the opportunity to discuss how my customer-obsessed approach and operational discipline can drive retention and satisfaction for [COMPANY NAME]'s clients.

Respectfully,

**Stephen Craig Mitchell**

*P.S. My 5.0★ average across 3,900+ customer interactions is the exact retention-and-satisfaction signal this role rewards.*