

# Nevaeh Gross

## Customer Experience Subject Matter Expert

### Contact

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Hiring Manager  
Innovative Solutions Group  
Chicago, IL

Dear Hiring Manager,

I am eager to express my interest in the Customer Experience Subject Matter Expert position at Innovative Solutions Group, as the alignment between your strategic initiatives and my extensive background in customer experience and transformation sets a promising stage for impactful collaboration.

Having embarked on various customer-centric projects, I recognized that connecting diverse teams is paramount for enhancing satisfaction; this reality became clearer when I successfully led a project that improved our Net Promoter Score by 20% through effective customer journey mapping and feedback integration, showcasing the profound impact of an aligned approach.

Excitement floods my mind when I think of facilitating design thinking workshops and employing innovative methods to analyze behavior data, as such creativity fuels my passion for transformation in customer experience.

Throughout my career, strategic communication has played a vital role in sustaining focus on critical objectives, particularly during my tenure as a CX Strategy Analyst, where I revealed significant areas for improvement and subsequently drove actionable changes across multiple teams.

Empowering collaboration among product, UX, and engineering teams fostered robust solutions, and I am eager to contribute that same energy to Innovative Solutions Group, as I genuinely believe in crafting experience-driven designs that inspire loyalty and satisfaction.

Thank you for considering my application.

Sincerely,

*Nevaeh Gross*

**Nevaeh Gross**