

Cover Letter

Dear Mr Allan,

Please fill up your coffee cup; this is going to be a long cover letter. I am [Umair Ali](#), and I am writing to apply for the Customer Support Associate position at TransferWise (TW).

Let me start by mentioning how TransferWise has inspired me. I came to know about TW when I had to send money to my home country, and since then, I have absolutely loved it. What was started by two friends has now become the must-have platform for millions of people. It's incredible to observe how transparent the company with its culture compass always pointed in the right direction. Hidden behind the simplicity of design and operations is a sophisticated algorithm of trust, and I always see TW committed to maintaining it. Since I have come to know about TransferWise, it never felt like a company – it is a community that is successfully making an irreversible impact on people's life. I have recommended TransferWise to many of my friends and haven't got a single negative review.

I am a graduate of Tallinn University in the Educational Innovation and Leadership Program. Along with an incredible academic experience, my stay at Tallinn University was made more valuable by my work as a student ambassador. As an ambassador, I work with local and international students and guide them in their queries. During the last year, I have advised countless students in their academic pursuit and have helped many of them secure admissions and scholarships. My phone is always buzzing with new emails and messages, and I feel immense pleasure to be a positive support. One of the best feelings is when a person comes to me to tell me that I am the reason that they are studying in the right institution. This phenomenon has increased ten-folds after I have uploaded a [study guide video on YouTube](#). My work as an ambassador also includes writing blogs, creating study guides, describing personal experiences, and conducting different interviews. I have established myself as a competent content creator in the department, and I am often contacted whenever there's a need for any technical and non-technical content. I recently wrote an article that will be included in the 100th-anniversary special edition of Tallinn University magazine of the teacher training school. The article was translated into Estonian; you can access it [here](#) (page 17). I have also written materials to be included in the International student guide and university website. You can see some of my work [here](#), and [here](#).

To be a great customer support person, working closely and efficiently with the other team members is essential. My work experience with one of Pakistan's finest educational institutes, Lahore Grammar School (LGS), has taught me the very skill. I worked as a teacher and Coordinator of Robotics. Field of Coding and Robotics was not one of my direct areas of expertise, but all it took to grasp this subject's concepts was a robotics kit, Internet, and about 30 cups of tea. A week later, I was giving Robotics workshops to the teachers of the school. Following the teachers' feedback, I was asked to work as a coordinator to supervise all the activities related to robotics clubs. I helped teachers create lesson plans for the sessions and integrated robotics as a tool for creative learning in the class. I also organized different robotics competitions and ensured that all the robotics and programming clubs were running smoothly. Since teachers were not familiar with the coding and robotics, I created simplified guides for them. I voluntarily wrote monthly progress reports for the principle and was categorically praised for these reports' comprehensiveness in my recommendation letter.

I am a people's person. When I was in 2nd year of my bachelor's in Civil Engineering at the University of Engineering and Technology (UET) Lahore, I figured out that I am interested in "people" rather than "things." Hence, I decided to change my career from engineering to education – the most challenging decision I have ever taken. My stay at UET was also productive due to my extracurricular activities. During my studies at UET Lahore, I worked as a general secretary of Pakistan Students' welfare Organization (PSWO), an organization working for the education of underprivileged children, which includes financial support, career counselling sessions, visits to orphanages and old homes. I promoted the organization in my department by organizing informative lectures, resulting in 200 new general members. Seeing my passion, I was first appointed as executive finance, then Director Finance, and after that, I took the responsibilities as General Secretary of the organization. During my period as GS (Feb 2016 – March 2017), I supervised 6 teams of about 50 members to carry out 3 main projects of PSWO. At UET, I was also selected as a UET literary society member – a society to revive the culture of literature. From the platform of UET literary society, I won two categories of writing in an intra-university competition. I also have the privilege to get published in the annual magazine of the university. My work with PSWO and Literary society has enhanced my creative skills and made me a lifelong learner. I not only learned to be productive in a team but also improved my skills as an individual. During the same time, I was also working as a personal tutor with three different students, which gave me a challenging environment to polish my time and stress management skills, along with making me a multitasker.

My hobbies and interests have also been aligned with my work experience. I love to read, write, and create. In July 2019, I biked across 7 countries of Europe, covering 3000 km, and nowadays, I am covering the euro bike trip in the form of blogs and vlogs on my website, which you can access at <https://www.umairalee.com>. I created this website without any prior experience in web development, which indicates how much I love learning new skills. I also have a YouTube channel to share my videos. <https://www.youtube.com/c/umairaliyoutube>

I have a pretty decent idea about the amount of work required to be a Business Customer Support Associate with a growing company. Given the positive and creative culture at TransferWise, I am more than sure to blend-in in a way that creates a positive and robust learning environment. I am also aware that there might be things that will be new for me, and, as always, I am super ready to learn and challenge myself.

Going through all these applications must be a challenging task, and some crazy people who write a two-page long cover letter (*oh, that would probably be me*) make it even more cumbersome. Thank you for your time and all the best for this hiring process. I am excited to hear from you. If you find any shortcomings in my application, I would love to discuss it in the interview.

Best,
Umair Ali
<https://umairalee.com>