



# **WRITE A STANDOUT COVER LETTER**

**With the help of 3  
ChatGPT prompts**

There's nothing wrong with using AI tools such as ChatGPT to help you write a cover letter that gets noticed by recruiters.

The quality of your letter depends on the prompts you input to the AI tool and editing the generated content so it accurately represents your skills, experiences, and personality.

- You'll find a made-up job description for a fictional company on the next page.
- Subsequent pages show the prompts I typed into ChatGPT and my review, as a recruiter, of the content created at each stage.

ChatGPT does some of the heavy lifting, but if you compare the version on page 7 with the first draft on page 4, you'll see how much better the letter becomes by adding the personal touch 😊.

Hope this is helpful.

*Taylor*

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# Customer Support Engineer

## ABOUT VOLT

Volt was established in 2019 to transform subsea renewable energy generation, providing sustainable, safe, commercially viable electricity to offshore operations.

The Vamper unit transforms wave motion into electricity by means of our Shocker system.

This technology is a leap forward in subsea electricity generation, dramatically reducing the project cost of operating offshore and the deployment time to install operation support infrastructure. A green technology, its global application has the potential to reduce carbon emissions in every sector operating in a marine environment.

## JOB DESCRIPTION

Office based in Aberdeen. Team size: 6, reporting to the Chief Trouble Shooter.

Rota: four days on, three days off. Weekend overtime available.

Volt is recruiting a Customer Support Engineer to join our multi-disciplinary rapid response team. Providing remote technical support to resolve customer enquiries and technical issues you must be technically proficient, take a great deal of job satisfaction from helping others and be committed to ensure our customers receive first-class customer service.

While this role is desk-based, you will be responding to people from around the world, who are operating in demanding environments. It is essential that you can remain calm and communicate clearly, putting the customer at the heart of a great Volt support experience.

- Respond rapidly to customer calls, deploying the remote analysis Shocker system to identify and resolve technical issues.
- Work with dedicated customer account managers to deploy Shocker system upgrades to customer specifications.
- Document calls and resolutions accurately, in line with Volt processes.
- Proactively contribute to our culture of continual improvement.

## QUALIFICATIONS, SKILLS & EXPERIENCE

- Experience in IT / technical support or helpdesk services is preferred but training will be provided.
- Degree education in a digital technology.
- Excellent communication and problem-solving skills.
- Ability to analyse critically and remain calm under pressure.
- Thrive in a culture of excellence where team working is the foundation to success.

We are committed to being an equal opportunities employer and recognise the value of a diverse workforce.

## Write a cover letter that explains why I'd be a great fit for this job: [copy and paste job description]

Dear Hiring Manager,

I am excited to apply for the Customer Support Engineer position at Volt as advertised. With a strong background in technical support, a degree in digital technology, and a passion for renewable energy, I am confident in my ability to contribute effectively to your team and help Volt achieve its mission of transforming subsea renewable energy generation.

My professional experience includes several years in IT and technical support roles, where I developed a keen ability to troubleshoot and resolve technical issues efficiently. I have worked in high-pressure environments, which has honed my ability to remain calm and provide clear, effective communication to customers. This aligns perfectly with the requirements of the Customer Support Engineer role at Volt.

In my previous position at [Company], I was responsible for handling a high volume of customer support calls, resolving complex technical issues, and ensuring customer satisfaction. My role required meticulous documentation and collaboration with cross-functional teams to deploy system upgrades, similar to the responsibilities outlined for the Volt position. I take great satisfaction in helping others and am committed to providing exceptional support experiences.

I am particularly drawn to this opportunity at Volt due to your innovative Shocker system and its potential to revolutionize subsea electricity generation. I am eager to contribute to a technology that not only enhances operational efficiency but also supports global efforts to reduce carbon emissions. Working with a team dedicated to continual improvement and excellence aligns with my professional values and work ethic.

Moreover, my educational background in digital technology has equipped me with a solid foundation in IT principles and practices. I possess strong analytical skills and a proactive approach to problem-solving, which will enable me to quickly adapt to Volt's systems and processes. My ability to collaborate effectively with team members and contribute to a positive work culture will be an asset to your multi-disciplinary rapid response team.

I am enthusiastic about the opportunity to join Volt and contribute to your mission of sustainable energy generation. Thank you for considering my application. I look forward to the possibility of discussing how my skills and experiences align with Volt's needs.

Sincerely,  
Taylor Hobbs

## A RECRUITER'S PERSPECTIVE

- Lacks the personal touch and personal details that recruiters look for.
- Formal language is generic and stilted in parts.
- Doesn't reflect unique qualities and experiences.
- Good structure but very long, a recruiter would set this aside to come back to later, rather than place it at the top of their short-list.



# Revise this cover letter using this information from my CV: [copy and paste CV content]

Dear Hiring Manager,

I am writing to express my enthusiasm for the Customer Support Engineer position at Volt as advertised. With a solid foundation in IT support, extensive experience in client relations, and a keen interest in renewable energy technologies, I believe I am well-suited to contribute to your innovative team.

Currently, as a Senior Recruitment Consultant at TMM Recruitment, I manage all levels of the IT market in Aberdeen. My role involves sourcing top talent, conducting screening interviews, and advising clients on recruitment processes. My ability to manage internal and external relationships has been recognised through several awards, including the "People's Choice" award and the "Service Excellence" award. These experiences have honed my communication skills and my ability to remain calm under pressure, which are crucial for providing exceptional customer support in demanding environments.

In addition to my recruitment experience, my previous roles have equipped me with a strong technical background. As a Graduate Business Systems Engineer at [Company], I analysed and optimised systems, supported an ERP software upgrade, and worked extensively with SQL databases. In my short-term role as 1st Line IT Support at [Company], I diagnosed and repaired hardware and software issues, directly liaising with staff to resolve their technical problems. Furthermore, my student placement as a Business Analyst at [Company] involved agile project management and team leadership, giving me a broad perspective on IT operations and customer support.

My academic background, a First-Class BSc (Hons) in Computer Networks from the University of Portsmouth, provided me with a deep understanding of network design and enterprise solutions. This technical knowledge, combined with my hands-on experience, ensures I can quickly adapt to Volt's systems and effectively utilize the Shocker system to support customers globally.

I am particularly drawn to Volt's mission of transforming subsea renewable energy generation with the Shocker system. The opportunity to contribute to a green technology that has the potential to reduce carbon emissions in marine environments is incredibly motivating. I am eager to leverage my technical skills and customer support experience to help Volt achieve its mission.

Thank you for considering my application. I look forward to the opportunity to discuss how my background and skills align with the needs of your team.

Sincerely,  
Taylor Hobbs

## A RECRUITER'S PERSPECTIVE

- The injection of personal information is just a regurgitation of the CV, and because it doesn't provide additional insight to skills and achievements it comes across as a lazy copy and paste.
- Too many buzz words.

# Improve this cover letter by making sure it does not exceed 200 words and emphasises how I can contribute to the company's success.

Dear Hiring Manager,

I am excited to apply for the advertised Customer Support Engineer position at Volt. With a background in IT support, client relations, and a passion for renewable energy, I am well-equipped to contribute to Volt's success.

As a Senior Recruitment Consultant at TMM Recruitment, I excelled in sourcing top IT talent and managing client relationships, earning awards for "People's Choice" and "Service Excellence."

My technical experience includes roles as a Graduate Business Systems Engineer at [Company] and 1st Line IT Support at [Company], where I honed my diagnostic and problem-solving skills.

I hold a First-Class BSc (Hons) in Computer Networks from the University of Portsmouth, providing a solid technical foundation. My ability to remain calm under pressure and communicate effectively will ensure exceptional support for Volt's customers.

I am enthusiastic about Volt's mission to revolutionise subsea renewable energy with the Shocker system. I am eager to leverage my skills to help reduce carbon emissions and enhance operational efficiency for your clients.

Thank you for considering my application. I look forward to discussing how I can contribute to Volt's success.

Sincerely,  
Taylor Hobbs

## A RECRUITER'S PERSPECTIVE

- The impersonal salutation reads like it has been copied and pasted, flagging to a recruiter that it is AI generated and that you've applied to the job indiscriminately.
- The letter length is a big improvement, it no longer looks overwhelming to read.
- The language is stilted and awkward in places, for example "advertised" in line 1 and "well-equipped" in line 2.
- The letter does replicate the significant highlights in the CV and job description, knitting them together efficiently, but it does so without an injection of personality – indicating that not much personal effort has gone into writing it.
- Unfortunately, there's more artificial intelligence, than human intelligence, reflected here.

## Improve the cover letter by adding your personal touch.

Dear Colin,

I am eager to apply for the Customer Support Engineer position at Volt. With a robust background in IT support and a track record of delivering exceptional customer service, I am confident in my ability to efficiently resolve technical support queries to a high standard.

In my most recent position at TMM Recruitment I honed my communication skills both internally between business areas, and externally when building strong client and candidate relationships. I have been commended for this transferable skillset, earning multiple awards for service excellence and positive client feedback.

I had the opportunity to build on my technical expertise during my time at [Company], where I analysed systems, designed solutions, and supported an ERP upgrade, equipping me to handle technical issues effectively. Additionally, my short-term role in 1st Line IT Support at [Company] sharpened my diagnostic and problem-solving skills; classifying and resolving both hardware and software support tickets by phone, email, and in-person.

My 1st Class degree in Computer Networks from the University of Portsmouth underpins my technical proficiency, demonstrating my aptitude for learning new technical concepts which I feel would enable me to quickly become an invaluable member of the team at Volt.

I am drawn to Volt's commitment to the energy transition, and clear passion for enabling the switch to sustainable, renewable energy sources, which I firmly believe to be an important environmental, and technological step.

Thank you for considering my application. I would jump at the opportunity to discuss how I can contribute to Volt's success.

Yours sincerely,  
Taylor Hobbs

### A RECRUITER'S PERSPECTIVE

- The personal salutation shows initiative - going to the trouble of knowing who the hiring manager is for this position.
- Substituting familiar language makes the letter more readable, for example replacing "well-equipped" with "confident in my ability".
- A significant element of the job spec focuses on customer service, so strengths in this area are highlighted early in the letter, along with skills transferability. This letter elaborates, rather than repeats, what is in the CV.
- There's more detail that's relevant to the Volt position, for example "my diagnostic and problem-solving skills; classifying and resolving both hardware and software support tickets by phone etc...".
- On the job learning is required at Volt so it's good that an aptitude for learning is highlighted too.
- The letter closes with an injection of personality and emotion, sharing beliefs that are aligned with Volt's. It reflects the language on Volt's website, illustrating company research has been conducted.
- The informal language to "jump at the opportunity" reinforces the human-ness of this letter and is much more personable than "I look forward to discussing".
- The letter is longer than the AI version, but not overly so. The additional information and personality that has been injected to the letter makes it stand out.