Emily Zhang

London · emily.zhang@example.com · 07700 900173

16 October 2026

Mr Oliver Grant
Head of Analytics
Northfield Water
Riverside House, 2 Quay Street
London SE1 9ZQ

Dear Mr Grant

Application for Data Analyst, Customer Operations (ref. NW-DA-14)

I am applying for the Data Analyst role in your customer operations team. I have three years in the customer insight team at Thamesgate Bank, where I write SQL and Python and build the Power BI dashboards our managers use every week.

Your advert asks for someone who can turn data into decisions. At Thamesgate I found that 30% of our complaints came from one confusing letter, and after the rewrite those complaints fell by half. I also built the weekly complaints dashboard that 40 managers now use to track volumes and response times.

I am dyslexic. It does not hold back my analysis, and I use text-to-speech software to check every report before it goes out. If your selection process includes a timed written or SQL test, I would be grateful for 25% extra time, the adjustment I have had since university.

My CV is attached. I would welcome the chance to talk about the role. Thank you for considering my application.

Yours sincerely

Emily Zhang