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Airbnb

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Dear Hiring Manager,

I was excited to discover the opportunity to join Airbnb as a Customer Support Specialist. I am confident that my background in customer service would allow me to make a valuable contribution to your team.

Throughout my career, I have developed strong customer support and communication skills while working for NOS Portugal and Uber Eats. In both roles, I was responsible for assisting customers, resolving issues efficiently, and ensuring a positive customer experience. These experiences taught me how to remain calm under pressure, listen actively, and find effective solutions in fast-paced environments where customer satisfaction is a top priority. Working in customer-facing positions has also strengthened my ability to communicate clearly with people from diverse backgrounds.

I am comfortable handling complex enquiries, managing multiple tasks simultaneously, and collaborating with colleagues to achieve shared goals. In addition, I have developed strong problem-solving skills and a customer-centric mindset that aligns closely with Airbnb's values.

What particularly attracts me to Airbnb is the company's mission of creating a world where anyone can belong anywhere. I am inspired by Airbnb's innovative culture, and dedication to delivering outstanding customer experiences. The opportunity to support Airbnb's community of hosts and guests while continuing to grow professionally is incredibly motivating to me.

Thank you for considering my application. I have attached my CV and would welcome the opportunity to discuss how my experience, skills, and enthusiasm can contribute to Airbnb's continued success.

I look forward to hearing from you.

Best regards,
Daniel Vieira