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Dear Hiring Manager,

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I am thrilled to apply for the Experience Designer Lead role at PNC. As a passionate and experienced human-centered designer, I am excited about the opportunity to collaborate with cross-functional teams and create impactful design solutions for PNC's customers.

With over 5 years of experience in designing responsive and transactional products, I am confident in my ability to apply my skills to both established and new products and services. In my current role at HamiltonBerchman, I have successfully collaborated with cross-functional teams to develop and implement user-centric design solutions. I have also utilized customer interviews and usability testing to integrate data-driven insights into the design process, resulting in improved product usability and elevated customer satisfaction.

In addition, I have a proven track record of streamlining processes and implementing innovative design solutions, such as AI-driven research and creative methodologies, to expedite and optimize design operations. At Art+Logic Inc., I delivered high-quality prototypes and designs for a major software refactor, contributing to its successful and timely delivery.

I am drawn to PNC's mission of fostering an inclusive workplace culture where all employees feel respected and valued. I am also impressed by PNC's focus on customer satisfaction and its use of quantitative and qualitative data to inform design decisions. I am confident that my skills and experience align with the job description and I am eager to contribute to PNC's success.

Thank you for considering my application. I look forward to the opportunity to discuss my qualifications further.

Sincerely,
Joseph Mahoney