

J. Bert Mahoney

Waterford, NY • hello@bertmahoney.com • (805) 798-3430

bertmahoney.com • [LinkedIn](#)

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Hiring Team

Dutchie

Dear Dutchie Support Team,

I've spent my career making technology more human—whether that's guiding customers through unfamiliar systems, leading product design for complex tools, or coaching a group of 16 young soccer players (and their parents) toward a championship. Building trust, resolving tension, and helping people succeed is what I do best.

I have direct experience in the legal cannabis market, and I'm already familiar with Dutchie's platform as a customer. I've also worked extensively with Zendesk, Salesforce, Slack, and Zoom—often juggling all four while managing live escalations. That combination of technical fluency and calm under pressure helps me deliver fast, meaningful support when it counts.

Dutchie's mission resonates with me. I'd be proud to contribute to a platform that empowers local communities, and I'd bring the same energy and clarity I've shared with clients, teammates, and players for years.

Thanks for considering my application.

J. Bert Mahoney