

Matthew Brown

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September 15, 2024

George Walker
Director of Human Resources
Capital One
1600 Capital One Drive
McLean, VA 22102

Dear George Walker:

I am writing to apply for the Analyst Development Program at Capital One. I am a senior at Northwestern University with a double major in Psychology and Data Science and a minor in Business Institutions. Capital One stands out to me because of its commitment to innovation and its focus on data-driven solutions. In addition, the opportunity to chart my own course in a supportive, collaborative, and challenging environment is very important to me. My in-depth discussions with Morgan Yardley, who recently completed the Analyst Development Program, have reinforced my enthusiasm for working at your organization upon graduation.

This past summer, I worked at Progressive as a data and analytics intern. My project aimed to enhance customer experience for Progressive by analyzing customer feedback and interaction data to identify key pain points and opportunities for improvement. Along with my teammates, I gathered and analyzed data from multiple sources and identified patterns and trends in customer feedback. I developed insights based on our analysis and made recommendations to enhance customer satisfaction, including automating claim status updates. This recommendation led to a reduction in both customer complaints and processing times. While the internship centered on quantitative work and trend analysis, the insights I gained from collaborating with my team members were essential to my success and the success of the project. This experience taught me the importance of strong technical and teamwork skills. I would bring this mindset to the Capital One Analyst Development Program.

My leadership experience at Northwestern has been shaped by my involvement in campusCatalyst, a student group that pairs students with a nonprofit organization to carry out a 10-week high-impact pro bono consulting project. In my sophomore year, I participated as a community analyst. I collaborated with a team to deliver social media growth strategies to a local organization, leading to a 20% increase in their followers. Last year, I was selected to join the program team as a nonprofit liaison, recruiting and managing clients and MBA mentors who work with students throughout their projects. This past spring, I was elected chair of the nine-person program team and the student liaison to the board of directors. These roles have not only honed my leadership skills but also deepened my commitment to driving impactful change through innovative and data-driven solutions.

I am excited to learn more about Capital One and look forward to discussing this position further. Thank you for your time and consideration.

Sincerely,

Matthew Brown