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Hiring Manager

Capital Economics Ltd

5th Floor, 100 Victoria Street, Cardinal Place

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United Kingdom

Application for Junior Client Experience Manager: Theo Mihell

Dear Hiring Manager,

I am writing to apply for the Junior Client Experience Manager role at Capital Economics. I have long admired the firm's independence: it does not echo the consensus, it challenges it, and it delivers data-driven insight across more than 100 economies. Gateway clients rely on that insight daily, and the chance to help retain, engage and grow that client base, reporting to the Global Head of Client Experience, is exactly the direction I want my career to take.

Four years at Bloomberg LP have taught me what it takes to keep financial clients engaged and renewing. I currently resolve around 100 client queries a week for institutional investors, build relationships through regular training sessions and check-ins, and use usage data to spot where clients are struggling so I can intervene before it becomes a problem. Earlier, as a CAMS Specialist, I supported over 10 revenue-generating RFPs, including projects valued up to £400k, acting as the liaison between sales and internal teams to keep high-value proposals on track. I also led a full client workflow redesign that cut a daily task from 3-4 hours to around 10 minutes, a ~95% efficiency gain, which reinforced how directly proactive service drives client value.

The role's focus on monitoring engagement metrics, identifying at-risk accounts and promoting webinars and Q&A sessions maps closely to how I already work. I document interactions carefully, maintain a quality control score above 96%, and enjoy turning data into actionable next steps for clients. I am completing a BSc (Hons) Finance and Investment Management alongside my job, studied economics at A-Level, and hold the Bloomberg Market Concepts certification, so the macroeconomic themes Capital Economics publishes on feel like home territory. I have not yet been formally trained in MEDDPIC, but I apply value-based selling principles daily and would welcome the world-class coaching and AI-driven persona role plays you offer.

Capital Economics' recognition as a Great Place to Work and its active commitment to DE&I matter to me, and I would be proud to represent the firm to its Gateway clients. I would welcome the opportunity to discuss how my client-facing experience and commercial mindset can help reduce churn and grow client lifetime value. Thank you for your consideration.

Yours sincerely,

Theo Mihell