Dear [Customer name],

My name is [your name] and I’ll be your new account manager. I’m looking forward to working with you and can’t wait to help you get the most out of our [product/service].

[Here’s just a little bit about myself: I’ve been working in sales at Acme for the past three years, starting out as a business development manager and working my way to account management. I’ve studied my team’s notes on your company’s challenges and how you use our product diligently.]

I’d love to have an introductory video call with you to discuss how we can help your company further (did you know we have a number of cool features coming up?) Feel free to book a call in {this link}.

If you don’t have time for a video call, but you do have questions for me, then you can always email me. I’m also available on +123456789 if you prefer.

Thanks and have a great day!

[Your name]