XIN WALSH

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SUMMARY OF QUALIFICATIONS

- Customer support lead who fixes the problem and then fixes the cause.
- Experience across 3 employers, most recently as Support Team Lead at Hopscotch Telecom.
- Patient, clear and calm with upset customers.
- Known for clear communication with colleagues and for following work through to the end.

EDUCATION

University of Sydney — **Sydney**
BA Business Studies — *2015*

PROFESSIONAL EXPERIENCE

Hopscotch Telecom — **Leeds**
Support Team Lead — *Mar 2024 – Present*

- Wrote help-centre articles that cut repeat questions by a quarter.
- Spotted recurring issues and raised them with the product team.
- Answered customer tickets and kept first-response times under two hours.
- Handled billing questions and refunds within policy.
- Onboarded new customers by phone and video call.

Hopscotch Telecom — **Leeds**
Senior Support Agent — *Mar 2021 – Feb 2024*

- Kept customer satisfaction above 92% for a full year.
- Handled escalations from unhappy customers to resolution.
- Ran the support rota so cover was in place across time zones.
- Tested new releases from a customer's point of view before launch.

Hopscotch Telecom — **Leeds**
Support Agent — *Jun 2018 – Mar 2021*

- Coached a team of 43 agents on tone and accuracy.
- Tagged and analysed ticket trends for the monthly product review.
- Built canned responses that kept answers consistent and accurate.

INITIATIVES

Help-centre rebuild

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

Quality scorecard

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

TECHNICAL SKILLS

General: Zendesk, Microsoft Office
Languages: English (Fluent), German (B2)

CERTIFICATIONS

- Customer Service Level 3
- Zendesk Admin (online)

EXTRA-CURRICULAR ACTIVITIES

- Treasurer of a local sports club, keeping the accounts and membership list.
- Member of a community choir.
- Organiser of a monthly running club with around 30 members.

REFERENCE

Kenji Gallagher
Senior Lecturer, Starling Support Centre

Contact: kenji@example.com