ROSA HADDAD

rosa.haddad87@example.com • +44 161 496 0910 • linkedin.com/in/rosa-haddad • Manchester, United Kingdom

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 Bramble Utilities.
- Patient, clear and calm with upset customers.
- Known for clear communication with colleagues and for following work through to the end.

EDUCATION

University of Texas at Austin — **Austin, TX**

BA Business Studies — *2014*

PROFESSIONAL EXPERIENCE

Bramble Utilities — **Manchester**

Support Team Lead — *Feb 2024 – Present*

- Coached a team of 45 agents on tone and accuracy.
- Ran the support rota so cover was in place across time zones.
- Wrote help-centre articles that cut repeat questions by a quarter.
- Answered customer tickets and kept first-response times under two hours.
- Built canned responses that kept answers consistent and accurate.

Hopscotch Telecom — **Manchester**

Senior Support Agent — *Dec 2020 – Feb 2024*

- Handled billing questions and refunds within policy.
- Spotted recurring issues and raised them with the product team.
- Tested new releases from a customer's point of view before launch.
- Handled escalations from unhappy customers to resolution.

Starling Support Centre — **Manchester**

Support Agent — *Nov 2017 – Nov 2020*

- Tagged and analysed ticket trends for the monthly product review.
- Onboarded new customers by phone and video call.
- Kept customer satisfaction above 92% for a full year.

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.

RESEARCH & PUBLICATIONS

Lessons from incident reviews — **2026**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

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

CERTIFICATIONS

- Customer Service Level 3
- Zendesk Admin (online)

EXTRA-CURRICULAR ACTIVITIES

- Volunteer at a local food bank twice a month.
- Treasurer of a local sports club, keeping the accounts and membership list.
- Member of a community choir.

REFERENCE

Bianca Gallagher
Senior Lecturer, Starling Support Centre
Contact: bianca@example.com