VERA LARSEN

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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 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 — *2022*

PROFESSIONAL EXPERIENCE

Bramble Utilities — **Toronto, ON**
Support Team Lead — *Feb 2026 – Present*

- Built canned responses that kept answers consistent and accurate.
- Handled escalations from unhappy customers to resolution.
- Tested new releases from a customer's point of view before launch.
- Handled billing questions and refunds within policy.
- Tagged and analysed ticket trends for the monthly product review.

Bramble Utilities — **Toronto, ON**
Senior Support Agent — *Apr 2025 – Dec 2025*

- Spotted recurring issues and raised them with the product team.
- Onboarded new customers by phone and video call.
- Ran the support rota so cover was in place across time zones.
- Answered customer tickets and kept first-response times under two hours.

Hopscotch Telecom — **Toronto, ON**
Support Agent — *Mar 2024 – Apr 2025*

- Coached a team of 18 agents on tone and accuracy.
- Wrote help-centre articles that cut repeat questions by a quarter.
- 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

A case study of incident reviews — **2021**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

General: Zendesk, Microsoft Office
Languages: English (Native), Spanish (Conversational)

CERTIFICATIONS

- Customer Service Level 3
- Zendesk Admin (online)

EXTRA-CURRICULAR ACTIVITIES

- Organiser of a monthly running club with around 30 members.
- Mentor for a school careers programme, helping students with CVs and mock interviews.

REFERENCE

Imogen Nguyen
Head of Operations, Hopscotch Telecom
Contact: imogen@example.com