LIAM SHARMA

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

EDUCATION

TU Berlin — **Berlin**

BA Business Studies — *2020*

PROFESSIONAL EXPERIENCE

Starling Support Centre — **Toronto, ON**

Support Team Lead — *Dec 2024 – Present*

- Wrote help-centre articles that cut repeat questions by a quarter.
- Answered customer tickets and kept first-response times under two hours.
- Tested new releases from a customer's point of view before launch.
- Built canned responses that kept answers consistent and accurate.
- Kept customer satisfaction above 92% for a full year.

Bramble Utilities — **Toronto, ON**

Senior Support Agent — *Jan 2023 – Dec 2024*

- Ran the support rota so cover was in place across time zones.
- Coached a team of 29 agents on tone and accuracy.
- Tagged and analysed ticket trends for the monthly product review.
- Onboarded new customers by phone and video call.

Starling Support Centre — **Toronto, ON**

Support Agent — *Jul 2021 – Oct 2022*

- Spotted recurring issues and raised them with the product team.
- Handled escalations from unhappy customers to resolution.
- Handled billing questions and refunds within policy.

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 workplace surveys — **2021**

- Short paper shared internally and at a local meetup.

TECHNICAL SKILLS

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

CERTIFICATIONS

- Customer Service Level 3
- Zendesk Admin (online)

EXTRA-CURRICULAR ACTIVITIES

- Member of a community choir.
- Mentor for a school careers programme, helping students with CVs and mock interviews.

REFERENCE

Hugo Kaur
Engineering Manager, Bramble Utilities
Contact: hugo@example.com