HIROSHI CLARKE

hiroshi.clarke31@example.com • +1 416 555 0151 • linkedin.com/in/hiroshi-clarke • Toronto, ON, Canada

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 Sydney — **Sydney**
BA Business Studies — *2019*

PROFESSIONAL EXPERIENCE

Bramble Utilities — **Toronto, ON**
Support Team Lead — *May 2025 – Present*

- Spotted recurring issues and raised them with the product team.
- Handled escalations from unhappy customers to resolution.
- Tagged and analysed ticket trends for the monthly product review.
- Ran the support rota so cover was in place across time zones.
- Built canned responses that kept answers consistent and accurate.

Starling Support Centre — **Toronto, ON**
Senior Support Agent — *Nov 2023 – May 2025*

- Onboarded new customers by phone and video call.
- Coached a team of 45 agents on tone and accuracy.
- Wrote help-centre articles that cut repeat questions by a quarter.
- Tested new releases from a customer's point of view before launch.

Starling Support Centre — **Toronto, ON**
Support Agent — *Oct 2021 – Aug 2023*

- Answered customer tickets and kept first-response times under two hours.
- Handled billing questions and refunds within policy.
- 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.

TECHNICAL SKILLS

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

CERTIFICATIONS

- Customer Service Level 3
- Zendesk Admin (online)

EXTRA-CURRICULAR ACTIVITIES

- Member of a community choir.
- Treasurer of a local sports club, keeping the accounts and membership list.

REFERENCE

Hugo Gallagher
Engineering Manager, Starling Support Centre
Contact: hugo@example.com