# INGRID OSEI

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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

**DePaul University** — **Chicago, IL**
*BA Business Studies* — *2017*

## PROFESSIONAL EXPERIENCE

**Hopscotch Telecom** — **Lisbon**
*Support Team Lead* — *Jan 2025 – Present*

- Wrote help-centre articles that cut repeat questions by a quarter.
- Tagged and analysed ticket trends for the monthly product review.
- Tested new releases from a customer's point of view before launch.
- Answered customer tickets and kept first-response times under two hours.
- Ran absence and leave processes in Workday.

**Starling Support Centre** — **Lisbon**
*Senior Support Agent* — *Dec 2022 – Dec 2024*

- Spotted recurring issues and raised them with the product team.
- Handled billing questions and refunds within policy.
- Onboarded new customers by phone and video call.
- Coached a team of 5 agents on tone and accuracy.

**Starling Support Centre** — **Lisbon**
*Support Agent* — *Oct 2020 – Nov 2022*

- Built canned responses that kept answers consistent and accurate.
- Handled escalations from unhappy customers to resolution.
- Ran the support rota so cover was in place across time zones.

## 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 data contracts** — **2024**

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

## REFERENCE

Kwame Mahmoud
Head of Operations, Starling Support Centre
Contact: kwame@example.com