LARS DUBOIS

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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 Manchester — **Manchester**
BA Business Studies — *2019*

PROFESSIONAL EXPERIENCE

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

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

Hopscotch Telecom — **Toronto, ON**
Senior Support Agent — *Jun 2023 – Jan 2025*

- Coached a team of 10 agents on tone and accuracy.
- Handled billing questions and refunds within policy.
- Spotted recurring issues and raised them with the product team.
- Ran the support rota so cover was in place across time zones.

Bramble Utilities — **Toronto, ON**
Support Agent — *Apr 2021 – Jun 2023*

- Tagged and analysed ticket trends for the monthly product review.
- Handled escalations from unhappy customers to resolution.
- Onboarded new customers by phone and video call.

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

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

REFERENCE

Imogen Okafor

HR Director, Starling Support Centre
Contact: imogen@example.com