CARMEN MURPHY

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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

DePaul University — **Chicago, IL**

BA Business Studies — *2019*

PROFESSIONAL EXPERIENCE

Starling Support Centre — **Sydney, NSW**

Support Team Lead — *Dec 2025 – Present*

- Built canned responses that kept answers consistent and accurate.
- Tested new releases from a customer's point of view before launch.
- Onboarded new customers by phone and video call.
- Spotted recurring issues and raised them with the product team.

Hopscotch Telecom — **Sydney, NSW**

Senior Support Agent — *Apr 2024 – Sept 2025*

- Coached a team of 45 agents on tone and accuracy.
- Ran the support rota so cover was in place across time zones.
- Handled escalations from unhappy customers to resolution.
- Handled billing questions and refunds within policy.

Bramble Utilities — **Sydney, NSW**

Support Agent — *Nov 2022 – Jan 2024*

- Kept customer satisfaction above 92% for a full year.
- Wrote help-centre articles that cut repeat questions by a quarter.
- Answered customer tickets and kept first-response times under two hours.

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

Languages & tools: Workday HR suite
General: Zendesk, Microsoft Office
Languages: English (Native), Spanish (Conversational)

CERTIFICATIONS

- Customer Service Level 3
- Zendesk Admin (online)

EXTRA-CURRICULAR ACTIVITIES

- Mentor for a school careers programme, helping students with CVs and mock interviews.
- Treasurer of a local sports club, keeping the accounts and membership list.
- Volunteer at a local food bank twice a month.

REFERENCE

Amara Nguyen
HR Director, Hopscotch Telecom

Contact: amara@example.com