OMAR BAUER

omar.bauer55@example.com • +1 312 555 0167 • linkedin.com/in/omar-bauer • Chicago, IL, United States

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 — *2018*

PROFESSIONAL EXPERIENCE

Hopscotch Telecom — **Chicago, IL**

Support Team Lead — *Nov 2024 – Present*

- Onboarded new customers by phone and video call.
- Coached a team of 35 agents on tone and accuracy.
- Answered customer tickets and kept first-response times under two hours.
- Ran the support rota so cover was in place across time zones.

Starling Support Centre — **Chicago, IL**

Senior Support Agent — *Apr 2022 – Nov 2024*

- Built canned responses that kept answers consistent and accurate.
- Tested new releases from a customer's point of view before launch.
- Tagged and analysed ticket trends for the monthly product review.
- Wrote help-centre articles that cut repeat questions by a quarter.

Hopscotch Telecom — **Chicago, IL**

Support Agent — *Mar 2020 – Mar 2022*

- Handled escalations from unhappy customers to resolution.
- 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

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

REFERENCE

Chloe Ali
Head of Operations, Starling Support Centre

Contact: chloe@example.com