

YOUR NAME

Operations and Customer Support · Moving into Project Coordination

City, State · (555) 123-4567 · you@email.com · linkedin.com/in/yourname

SUMMARY

Operations professional with eight years in customer support and scheduling, now focused on project coordination. Strongest at keeping work that crosses teams on track, writing the process down so it can be repeated, and turning service data into a weekly report people act on. Completed a project management course in 2026 and ran two office moves end to end.

AREAS OF STRENGTH

Project and Schedule Coordination

- Ran the schedule for a nine-person team across two sites, including holiday and shift cover
- Planned and delivered two office moves, each inside four weeks with no days of lost service
- Built the tracker the team still uses for the 40 to 50 requests that come in each week

Process Improvement and Documentation

- Wrote 23 step-by-step guides and cut repeat questions to the support inbox by about a third
- Replaced a paper handover with a shared checklist, which cleared the Monday backlog
- Trained 11 new starters on the new process; two of them now run the training

Reporting and Customer Communication

- Produced the weekly service report read by the operations manager and both site leads
- Handled 30 to 40 customer calls a day and answered every escalation the same working day
- Drafted the customer updates sent out during a three-day system outage

WORK HISTORY

Customer Support Team Leader Company Name · City, State	2021 - Present
Customer Support Specialist Company Name · City, State	2018 - 2021
Administrative Assistant Company Name · City, State	2016 - 2018

2020 - 2021: full-time carer for a family member, part-time study alongside it. (Delete this line if you have no gap to explain.)

SKILLS AND TOOLS

Excel (pivot tables, lookups) · Google Workspace · Asana · Zendesk · Rota and capacity planning · Process mapping · Report writing · Training new starters

EDUCATION AND TRAINING

Project Management Fundamentals, [provider], 2026 · Bachelor of Arts in [subject], University Name, 2016 · Advanced Excel, [provider], 2024