

Clara Lynch

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SUMMARY

Enthusiastic recent graduate equipped with a Bachelor's degree in Communication; experiences reflect a solid commitment to excellence in customer support settings. Proven effectiveness in handling technical challenges and fostering seamless communication with clients has strengthened problem-resolution capabilities. Dedicated to maintaining high customer satisfaction levels while collaborating effectively with team members to find practical solutions that meet organizational goals. Strong aptitude for training fellow peers on service procedures reinforces a customer-first approach, ensuring that every interaction enhances brand image. Eager to leverage skills in a fast-paced technical support environment focused on achieving significant results.

EDUCATION

Bachelor of Arts in Communication
University of California, Los Angeles GPA: 3.8
Coursework: Media Communication, Customer Relationship Management, Technical Writing, Research Methodologies

2026
Los Angeles, CA

TECHNICAL SKILLS

- **Communication Tools:** Email, Chat, Phone
- **Ticketing Systems:** Zendesk, Freshdesk, Help Scout
- **Documentation Platforms:** Confluence, SharePoint, Google Docs
- **Analytics Tools:** SurveyMonkey, Tableau, Excel
- **Project Management Tools:** Trello, Asana, JIRA
- **Research Methodologies:** Qualitative, Quantitative, Mixed Methods
- **Technical Training Software:** LMS, Moodle, Virtual Workshops
- **Remote Communication Tools:** Slack, Zoom, Microsoft Teams
- **Product Knowledge Resources:** Product Manuals, FAQs, Online Resource Centers
- **Collaboration Techniques:** Brainstorming, Feedback Workshops, Idea Exchanges

SKILLS

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|--------------------------|----------------------------|----------------------------|-------------------------|
| • Technical Support | • Training and Development | • Call Center Operations | • Knowledge Management |
| • Customer Communication | • Data Analysis | • Service Improvement | • Onboarding Experience |
| • Problem Resolution | • Feedback Synthesis | • Conflict Resolution | • Continuous Learning |
| • Team Collaboration | • Quality Assurance | • Performance Optimization | |

EXPERIENCE

Technical Support Assistant
University Project

January 2026 - Present
Los Angeles, CA

Served as a Technical Support Assistant for a university-driven initiative that directly collaborated with students and faculty to resolve technical queries. Functioned primarily via digital communication platforms, handling user inquiries efficiently. Maintained channels to enhance response fidelity and error correction by documenting client interactions systematically.

- Acknowledged by leadership for effective triage of user concerns through email and chat interfaces.
- Coordinated workflows within project teams to guarantee timely resolution of service requests, showcasing the ability to navigate complex situations.
- Compiled comprehensive technical documentation that provided future user guidance backed by real interactions.
- Organized training initiatives to elevate peer understanding regarding device functionalities, improving overall product literacy.
- Identified patterns in user feedback that substantiated operational efficiency enhancements.
- Strived for exceptional customer care with unwavering professionalism, bolstering service quality.

Customer Service Research Intern
Academic Research

June 2025 - December 2025
Los Angeles, CA

Contributed critical insights during an internship dedicated to researching customer service methodologies pertinent to tech support scenarios. Engaged with customers to curate feedback enhancing comprehension over service delivery. Collaboratively built relevant training materials to instill best practices among incoming customer service hires based on analytical findings.

- Synthesized research data that elucidated trending service strategies whilst boosting user engagement.
- Drafted nicotine training content derived from customer feedback, resulting in enhanced onboarding experiences.

- Facilitated engaging dialogues with customers using surveys, converting qualitative insights into actionable managerial reports.
- Collaborated effectively within multi-disciplinary frameworks to showcase research at formal conferences, promoting institutional representation.
- Posited suggestions for streamlining support workflows informed by detailed survey assessments.
- Developed innovative means for driving efficiency aimed distinctly at improving service processes.

LEADERSHIP & AWARDS

- Dean's List, University of California, Los Angeles, 2024
- Best Research Presentation at UCLA Communication Conference, 2025

CERTIFICATIONS

- Customer Service Fundamentals 📅 2025
- Technical Support Fundamentals 📅 2025

PROFESSIONAL AFFILIATIONS

- Member, Communication Studies Club, UCLA
- Volunteer, UCLA Tech Support Program, assisting students with IT issues

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST