

Clara Lynch

Technical Support Representative

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 Los Angeles, CA 90001

STRENGTHS

-  **Service Orientation**
Excellence in customer service stems from always seeking ways to improve clients' experiences at every interaction.
-  **Collaboration**
Proven capability in fostering straightforward dialogues within diverse teams for optimal results under shared objectives.
-  **Problem Solving**
Attention to detail turned potential errors into opportunities, translating obstacles into seamless resolutions.
-  **Training Skills**
Crafting engaging training sessions enriched others' ability to understand complexities tied to products benefited both peers and clients alike.
-  **Data Analysis**
Utilization of gathered feedback transformed process inefficiencies into strategic pathways leading to elevated service standards.

SKILLS

- Technical Support
- Customer Communication
- Problem Resolution
- Team Collaboration
- Training and Development
- Data Analysis Feedback Synthesis
- Quality Assurance
- Call Center Operations
- Service Improvement
- Conflict Resolution
- Performance Optimization

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  2026  Los Angeles, CA

Coursework: Media Communication, Customer Relationship Management, Technical Writing, Research Methodologies

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

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

Knowledge Management

Onboarding Experience

Continuous Learning

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Technical Support Assistant at University Project (6 Months)
- Customer Service Research Intern at Academic Research (6 Months)

- 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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST