**LENA CALDWELL**



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| **PROFESSIONAL SUMMARY** | |
| Tech-savvy Customer Support Specialist with 4+ years of experience across SaaS and e-commerce. Known for fast ticket resolution, effective communication, and deep knowledge of CRM and support tools. Skilled in streamlining workflows, handling high volumes, and making customers feel valued — even when delivering difficult news.  **CORE HARD SKILLS** | |
| * **CRM Systems:** HubSpot, Salesforce, Zoho * **Ticketing & Chat:** Zendesk, Intercom, Gorgias * **Phone Support Tools:** RingCentral, Aircall * **E-Commerce:** Shopify, Returnly, OrderDesk * **Productivity:** Slack, Notion, Google Workspace   **EXPERIENCE** | * **Data Handling:** Excel (VLOOKUP, pivot tables) * **Typing Speed:** 66 WPM, 99% accuracy * **Knowledge Base Tools:** HelpDocs, Notion * **Analytics:** Customer Satisfaction Tracking (CSAT) * **Multichannel Support:** Email, Phone, Live Chat |
| **Customer Experience Associate**  Fieldnest Outdoor Gear — Boulder, CO | 2022–Present |
| * Resolved 100+ weekly tickets in Zendesk (email, chat, social), maintained 96% CSAT * Processed refunds, replacements, and warranty cases in Shopify & Returnly * Developed 25+ internal macros/templates to improve response speed by 20% * Coordinated with fulfillment centers on delayed shipments and backorders | |
| **Support Coordinator**  Vireo Learning (EdTech SaaS) — Remote | 2020–2022 |
| * Handled technical onboarding for B2B clients, logged issues in HubSpot * Built Notion-based help center from scratch, reducing repetitive tickets by 35% * Used Intercom to support both users and admin panels, worked closely with product team on bug reports * Led weekend coverage team (email and live chat) during product launch months   **EDUCATION** | |
| Bachelor of Arts in Communication  Metropolitan State University of Denver · 2019 | |

