

Katie Roberts



+44 (0) 7549634369



katiemroberts00@gmail.com



[LinkedIn](#)



[Personal Website](#)

PROFILE

I'm a versatile professional with 6+ years of experience spanning customer and technical support, internal documentation, and team management. Currently a CX Technical Representative at 1Password, where I provide empathetic support to B2B and B2C users, resolve complex Level 2 issues across platforms, and contribute to internal knowledge and training resources. I have the ability to communicate technical concepts clearly, identify knowledge gaps, and create structured support content that enables both users and teams. My previous experience managing teams in fast-paced environments has developed strong leadership, process coordination, and communication skills. Combining a background in education, service, and SaaS, I bring a user-focused approach to problem-solving, team collaboration, and content development. Now seeking a role that leverages my strengths in support, documentation, and team coordination.

CORE COMPETENCIES

Troubleshooting | Documentation | Communication | Customer support | Leadership | Training | Technical support | Problem-Solving | Instructional Design | Process Improvement

EMPLOYMENT HISTORY

Sep 2023 - Present

CX Technical Representative - 1Password

Remote

- Collaborated with my team to create and maintain internal learning documentation, identifying knowledge gaps and providing in-depth support documents to support team development.
- Broke down complex technical issues and concepts into easy to understand responses with an empathetic and customer-focused drive.
- Exhibited a proactive approach to learning and development by seeking out opportunities to enhance support resources and mentor other team members.
- Supported communication between customers and developers by identifying feature requests and bugs through Productboard and GitLab.
- Building strong customer relationships through empathy and a genuine desire to help and fostering trust with B2B and B2C users.
- Resolving a high number of Level 2 technical tickets for multiple platforms including browsers, Windows, macOS and Linux, by using hypothesis-led troubleshooting and a variety of troubleshooting and CRM tools.
- Demonstrate exceptional time management and problem-solving skills while managing a high average of customer support tickets daily, exceeding SLAs and contributing to wider company KPIs.

May 2023 - Sep 2023

Customer Relations Assistant - UWE

Bristol

- Provided comprehensive support to 6000+ students through multiple channels (phone and email), addressing academic, housing, emotional, or financial challenges whilst maintaining strong relationships with external building management and internal cross-functional teams.
- Managed complex student accommodation allocation process utilising SQL database (Kintetix) and Archibus, ensuring optimal occupancy and student satisfaction through effective communication and quick problem-solving.

Jan 2023 - Apr 2023

Assistant Manager - Coffee #1

Bristol

- Led and motivated team members to achieve sales targets while successfully managing day-to-day operations of a fast-paced coffee shop.
- Recruited, hired, and trained new staff members, fostering a positive and supportive work environment that enhanced team performance and customer service quality.
- Analysed financial performance and stock trends to identify improvement opportunities, and implement strategies to enhance store performance.
- Ensure efficient and strategic staff scheduling and allocation while maintaining adequate service levels and high customer NPS.

Jan 2022 - Oct 2022	Manager - Costa Coffee	<i>Bristol</i>	<ul style="list-style-type: none"> Successfully managed and developed a high-performing team through effective recruiting, training and continuous support, creating a positive work environment that drove sales and profit. Analysed financial performance to identify trends and implement strategic initiatives that increased sales and improved operational efficiency. Ensured smooth daily operations in a high-volume environment through effective scheduling, inventory management and collaboration with train station staff. Encouraged team to focus on high NPS, whilst adhering to key health and safety regulations and service quality standards.
Jun 2017 - Aug 2021	Activity Manager - EF Education First	<i>UK</i>	<ul style="list-style-type: none"> Initially served as Activity leader (2017-2020) before entering the Activity Manager role. Successfully led and trained a diverse team of activity leaders, providing support, and feedback to ensure high-quality, educational and safe program delivery for international students. Developed and managed engaging activities programs that aligned with curriculum objectives to enhance the overall student experience and cultural immersion. Built strong relationships with local businesses and organisations to create unique and enriching experiences for students, expanding the range of activities offered.

PROJECTS

<u>Day Weave</u>	- AI Travel Planning Platform	<i>June, 2025</i>	<ul style="list-style-type: none"> Developed full-stack AI-powered travel planner generating personalized itineraries using React, TypeScript, Supabase, and multiple APIs (Google Maps, Weather, Events). Created user-friendly documentation and technical guides based on user feedback. Implemented mobile-first responsive design and secure authentication with Row-Level Security. Achieved 100% user satisfaction rate during beta testing; submitted to Google Maps Awards and Bolt.new Hackathon.
<u>Yuh Hear Dem</u>	- Parliamentary Intelligence System	<i>June, 2025</i>	<ul style="list-style-type: none"> Co-developed civic transparency tool using Google's Agent Development Kit (ADK) to make parliamentary records searchable. Designed knowledge graph architecture with MongoDB to represent complex data relationships. Applied educational design principles to documentation and frontend accessibility. Collaborated remotely across time zones to deliver production-ready tool

EDUCATION

Oct 2022 - Feb 2024	MSc Educational Research - University of Exeter	Grade: 69%	<i>Exeter</i>	<ul style="list-style-type: none"> Developed strong research and analytical skills using Python and SPSS. Final thesis: <i>"Exploring students' perception of financial education effectiveness."</i>
Sep 2018 - Jun 2022	BA (hons) Studies in Education - UWE	Grade: 2:1	<i>Bristol</i>	<ul style="list-style-type: none"> Built a strong foundation in educational theory and practice, with a focus on inclusive learning and knowledge delivery. Conducted independent research on the impact of statutory assessments on primary-aged children, developing strong analytical and writing skills.
	Trainee Teacher Placement (Feb 2019 – Nov 2021)			<ul style="list-style-type: none"> Gained hands-on teaching experience across KS1 and KS2, focusing on differentiation, classroom communication, and student well-being. Applied instructional design principles and adapting complex concepts for diverse learners.

Sep 2016 - Jun 2017

Access to HE Social Sciences - South Devon College

Paignton

Developed a strong foundation in social sciences, including sociology, psychology, and criminology. Demonstrated leadership and interpersonal skills as a peer-elected student representative. Explored key sociological concepts such as family, media, education, and crime and deviance.

**PROFESSIONAL
DEVELOPMENT**

Instructional Design Fundamentals - *University of Cambridge* - 6 week course

Junior Data Scientist Degree - *Code First Girls* - 12 week course

Achieved Distinction, sponsored by DSTL. Developed foundation in data analysis and programming (Python, SQL, JavaScript), gaining practical experience in data manipulation, visualization, and machine learning.