

Katie Roberts



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PROFILE

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 | Collaboration | Leadership | Training | Knowledge Management | 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.
- Developed strong interpersonal skills through effective communication with students, staff, and external stakeholders, building rapport and resolving conflicts.
- Demonstrated exceptional organisational skills by managing complex databases, coordinating calendars, and meeting deadlines within a fast-paced environment.

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.
- Delivered exceptional customer service while maintaining optimal inventory levels and implementing effective promotional strategies to increase sales and customer loyalty.

Jan 2022 - Oct 2022

Manager - Costa Coffee

Bristol

- 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

UK

- 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.
- Adhered to strict government enforced Covid-19 health and safety guidelines ensuring safety of all staff and 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.
- Demonstrated strong organisational and planning skills by managing budgets, logistics, and resources to deliver high-quality activities within budgetary constraint

PROJECTS

Day Weave - AI Travel Planning Platform

June, 2025

- Created comprehensive user documentation and technical guides
- Built with React, TypeScript, Supabase, Google Maps API, OpenWeather API, Netlify, Bolt.new
- Submitted to World's Largest Hackathon (Bolt.new) & Google Maps Platform Awards
- Developed full-stack AI-powered day planning application generating personalised itineraries in under 2 minutes
- Integrated multiple APIs (Google Maps, Google Gemini, weather, events) with intelligent prompt engineering for location-based recommendations
- Achieved 100% user satisfaction rate in initial beta testing and feedback
- Implemented secure authentication with Row-Level Security and mobile-first responsive design

Live Demo: dayweave.com

- Applied educational design principles for user-friendly documentation
- Co-developed civic transparency tool using Google's Agent Development Kit (ADK) to make parliamentary proceedings searchable
- Designed and implemented knowledge graph architecture with MongoDB for complex parliamentary data relationships
- Built responsive frontend interface applying educational design principles for accessibility and user engagement
- Collaborated remotely across time zones to deliver production-ready system for democratic transparency
- Technologies: Python, ADK, MongoDB, Knowledge Graphs, HTML/CSS/JavaScript

Live Demo: yuhheardem.com

EDUCATION

Oct 2022 - Feb 2024

MSc Educational Research - University of Exeter

Exeter

- Conducted research, including utilising SPSS and Python for data analysis.
- Modules: The Nature of Educational Enquiry, Interpretive Methodologies, Scientific Methodologies, Designing and Communicating Research.
- Final thesis: "*Exploring University students' perception of the effectiveness of their financial education in preparing them for life out of education*"

Sep 2018 - Jun 2022

BA (hons) Studies in Education - UWE

Bristol

Achieved a 2:1. Developed a strong foundation in educational theory and practice, with a focus on primary education (KS1 and KS2). Conducted independent research on the impact of statutory assessments on primary-aged children, demonstrating research and analytical skills. Gained practical experience through professional placements, emphasising inclusive teaching and learning.

Trainee Teacher (Feb 2019 - Nov 2021): Gained practical teaching experience across KS1 and KS2, developing strong classroom management and differentiation skills. Successfully supported student learning and well-being, demonstrating a commitment to inclusive education.

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.

VOLUNTEERING

Oct, 2024

Technical advisor - Team4Tech

Apr 2025 - Present

General Volunteer - Museum of Oxford