

Mia Allen

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Target Field: General / Other

PROFILE

Customer Support Specialist with experience delivering measurable outcomes in General / Other. Strong in execution, clear communication, and building systems that scale. Comfortable owning work end-to-end and collaborating across teams.

EDUCATION

Boston University

B.A. Psychology

Minneapolis, MN

2016 — 2020

- Coursework: Systems, Research Methods; GPA: 3.7/4.0 (synthetic)

EXPERIENCE

Customer Support Specialist — HarborPoint Group

Seattle, WA | Jun 2023 — Present

- Built a cross-functional initiative; improved a key metric by 27% through iteration and better tooling.
- Created dashboards and recurring reporting; reduced decision turnaround time by 40%.
- Standardized processes and documentation; cut manual effort by 55% and improved consistency.
- Partnered with stakeholders to define requirements, align on scope, and deliver on schedule.

Administrative Assistant — Summit Services

Denver, CO | Jul 2021 — May 2023

- Built a cross-functional initiative; improved a key metric by 18% through iteration and better tooling.
- Created dashboards and recurring reporting; reduced decision turnaround time by 40%.
- Standardized processes and documentation; cut manual effort by 45% and improved consistency.

Intern — Northwind Support

Portland, OR | Jun 2019 — Jun 2021

- Implemented a cross-functional initiative; improved a key metric by 22% through iteration and better tooling.
- Created dashboards and recurring reporting; reduced decision turnaround time by 30%.
- Standardized processes and documentation; cut manual effort by 45% and improved consistency.

PROJECTS

Vendor & Invoice Tracker

- Set up a tracker for invoices and vendor status to prevent missed payments.
- Provided weekly status updates to leadership.
- Presented results to stakeholders and documented next steps.

Customer Support Playbook

- Built macros and knowledge base articles to standardize responses.
- Partnered with stakeholders to address top recurring issues.
- Presented results to stakeholders and documented next steps.

Process Cleanup

- Documented core workflows and created templates to reduce rework and confusion.
- Introduced simple tracking to improve follow-through on requests.
- Presented results to stakeholders and documented next steps.

SKILLS

Skills: Basic data reporting, Organization, Ticketing systems, MS Office / Google Workspace, Scheduling, Vendor coordination, Customer support, Communication, Documentation, Process improvement

Certifications: Lean Basics (Workshop), Google Workspace Admin (Basics), Customer Support Foundations