

# Daniel Cooper

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Target Field: General / Other

## PROFILE

Customer Support Specialist with experience in General / Other. Comfortable working with teams to get projects done and support day-to-day operations. Looking to grow impact in a fast-paced environment.

## EDUCATION

### Arizona State University

B.A. Communication

Atlanta, GA

2020 — 2024

- Coursework: analytics, communication

## EXPERIENCE

### Customer Support Specialist — Northwind Support

Boston, MA | Jun 2023 — Present

- Supported execution and kept tasks organized across multiple stakeholders.
- Helped maintain reporting and basic analysis to track progress against goals.
- Improved documentation and created templates to make work more consistent.

### Operations Coordinator — Everline Partners

Raleigh, NC | Jul 2021 — May 2023

- Supported execution and kept tasks organized across multiple stakeholders.
- Helped maintain reporting and basic analysis to track progress against goals.
- Improved documentation and created templates to make work more consistent.

### Associate — Summit Services

Nashville, TN | Jun 2019 — Jun 2021

- Supported execution and kept tasks organized across multiple stakeholders.
- Helped maintain reporting and basic analysis to track progress against goals.

## PROJECTS

### Process Cleanup

- Documented core workflows and created templates to reduce rework and confusion.
- Introduced simple tracking to improve follow-through on requests.

### Customer Support Playbook

- Built macros and knowledge base articles to standardize responses.
- Partnered with stakeholders to address top recurring issues.

## SKILLS

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

**Certifications:** Customer Support Foundations, Lean Basics (Workshop)