



# AMELIA MOORE

## Student Support Representative

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

### PROFESSIONAL SUMMARY

Dedicated Student Support Representative with a passion for enhancing student experiences. Proven ability to provide exceptional customer service, resolve inquiries, and guide students through academic processes. Strong communication skills and a commitment to fostering a supportive learning environment. Experienced in collaborating with faculty and staff to ensure student success and satisfaction.

### WORK EXPERIENCE

#### Student Support Representative

Seaside Innovations

📅 May / 2021-Ongoing

📍 Santa Monica, CA

1. Served as the initial point of contact for students, ensuring a positive and informative experience.
2. Directed calls and inquiries regarding ID cards, transcripts, and enrollment to appropriate departments.
3. Provided accurate information on financial aid and academic policies to assist students.
4. Facilitated proctor verifications and resolved student issues in line with performance metrics.
5. Managed password resets for online access to campus resources.
6. Collaborated with departments such as Registrar and Admissions to enhance student services.
7. Monitored student interactions to ensure adherence to established policies and procedures.

#### Student Support Representative

Crescent Moon Design

📅 May / 2020-May / 2021

📍 Portland, OR

1. Engaged with students to effectively address and resolve educational challenges.
2. Utilized internal systems for accurate record-keeping and communication.
3. Emphasized exceptional customer service in all interactions.
4. Documented standard operating procedures for the Student Support department.
5. Conducted training sessions for peer representatives to enhance service delivery.
6. Assisted in the organization of student life events and activities.

### EDUCATION

#### Bachelor of Arts in Communication

University of California

📅 May / 2019-May / 2020

📍 Toronto, ON

Focused on interpersonal communication and support strategies.

### SKILLS

#### Student-centric Support



#### Database Management



#### Scheduling



#### Follow-up Skills



#### Coaching



#### Networking



### INTERESTS

🎧 Podcasts

🌐 Language Learning

🎵 Dancing

🚴 Cycling

### STRENGTHS

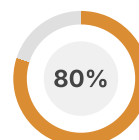
🔮 Intuition

👥 Leadership

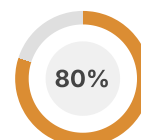
🎧 Listening

👤 Mentorship

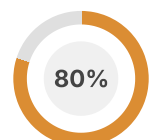
### LANGUAGES



English



French



Dutch

### ACHIEVEMENTS

⭐ Improved student satisfaction ratings by 30% through enhanced support initiatives.

⭐ Streamlined the admissions process, reducing processing time by 20%.