

DH

DANIEL HARPER

VERSATILE PROFESSIONAL

OPERATIONS · CUSTOMER SUCCESS · COORDINATION

(555) 123-4567

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LinkedIn

Austin, Texas · Open to Relocate

SKILLS

- Customer Service Excellence
- Operations & Process Support
- Project & Calendar Management
- Data Management & Reporting
- Communication & Stakeholders
- Problem Solving & Adaptability
- Sales & Relationship Building
- Microsoft Office & Google Suite
- CRM Systems (Salesforce, HubSpot)
- Time Management & Prioritization

SELECTED ACHIEVEMENTS

- Process Improvement**
Designed a new tracking system that reduced reporting time by 30% and improved accuracy.
- Customer Satisfaction**
Maintained a 96% customer satisfaction rating through responsive support and issue resolution.
- Revenue Contribution**
Consistently exceeded monthly sales goals by 15–20% through relationship building and consultative service.

LANGUAGES

- | | | |
|---------|----------------------|-------|
| English | Native | ●●●●● |
| Spanish | Professional Working | ●●●●● |
| French | Basic | ●●●●● |

ADDITIONAL INFORMATION

- Availability: Full-time
- Willing to Relocate: Yes
- Remote Work: Open to Hybrid/Remote

PROFESSIONAL PROFILE

Adaptable and resourceful professional with 6+ years of experience across operations, customer service, sales, and project support. Known for strong communication, organizational skills, and the ability to thrive in fast-paced environments. Adept at managing priorities, building relationships, and delivering results that drive efficiency, customer satisfaction, and business growth.

PROFESSIONAL EXPERIENCE

- Operations Coordinator** Jan 2022 – Present
BrightStart Logistics, Austin, TX
 - Coordinate daily operations and scheduling for a team of 12 across multiple sites.
 - Develop and maintain dashboards and reports to track KPIs and operational metrics.
 - Streamline communication between departments, reducing response time by 25%.
 - Manage vendor relationships and assist with contract and invoice reconciliation.
- Customer Support Specialist** Jun 2020 – Dec 2021
TechWave Solutions, Remote
 - Provided technical support to customers via phone, email, and live chat.
 - Resolved an average of 40+ inquiries daily with a first-contact resolution rate of 92%.
 - Created knowledge base articles and improved internal documentation.
 - Collaborated with product and engineering teams to escalate and resolve issues.
- Sales Associate** Mar 2019 – May 2020
Urban Outfitters, Austin, TX
 - Consistently exceeded sales targets by 15–20% through product knowledge and personalized customer service.
 - Built and maintained strong customer relationships, driving repeat business.
 - Merchandised floor displays and contributed to visual standards and promotions.
 - Recognized as “Top Performer” for Q4 2019.
- Administrative Assistant / Project Assistant** May 2018 – Feb 2019
Greenfield Nonprofit Initiative, Austin, TX
 - Supported project managers with scheduling, documentation, and meeting logistics.
 - Managed calendars, travel arrangements, and expense reports.
 - Maintained donor records and prepared reports for leadership and stakeholders.
 - Assisted with event planning and community outreach initiatives.

EDUCATION

Bachelor of Arts in Communications
University of Texas at Austin
Austin, TX · Graduated May 2018

CERTIFICATIONS & TRAINING

- Google Project Management Certificate (Coursera) – 2023
- HubSpot Customer Service Certification – 2022
- Microsoft Excel: Advanced Formulas & Functions – 2021
- ServSafe Food Handler Certification – 2019