Sarah Miles

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Professional Summary

I have more than ten years of remote work in quality assurance, auditing and written customer support over email and live chat. I audit customer interactions against a standard, find the root cause of recurring problems, and report bugs in Jira. I also explain technical fixes in plain language to customers who aren't technical.

Core Skills

- Troubleshooting and root cause analysis
- Bug identification and reporting
- Written support over email and live chat
- Explaining technical concepts to non-technical customers
- Data validation, trend analysis and performance reporting
- Tools: Jira (bug ticketing), Salesforce, Zendesk, LiveChat, LiveAgent, Slack, Google Workspace, Microsoft Office
- Remote collaboration and Agile team support

Professional Experience

Chat Receptionist
(Remote)
2025 – Present

- Handle client intake over chat, answer inquiries, and collect and verify client details accurately while managing several conversations at once.

Quality Analyst
(Remote)
2022 – 2025

- Ran QA audits of customer interactions, checking benefits and claims processing for compliance and accuracy.
- Traced performance trends to their root cause, flagged discrepancies and bugs, wrote weekly reports, and recommended corrective actions to leadership.
- Shadowed and coached agents in real time to build their skills and raise CX quality.

Account Manager / Customer Support
(Remote)
2018 – 2021

- Analyzed support trends, troubleshot technical issues, and logged findings in Zendesk to speed up resolutions and keep satisfaction ratings high.
- Handled several chats at once and resolved escalated customer problems.

Technical Support / Chat Support Representative
(Remote)
2016 – 2018

- Provided technical support via chat, troubleshooting and finding the root cause of issues across many systems, with consistently top CSAT scores.
- Managed multiple chats at once and turned technical fixes into clear steps for non-technical customers, earning a 100% Customer Feedback Rate (Awarded Top Score, Oct 2016).
- Spotted recurring issues, documented resolutions, and escalated bugs to development for fixes.

Scoring Director
(Remote, Seasonal)
2014 – 2016

- Promoted to Scoring Director, managing up to 6 supervisors and 85 agents. Oversaw quality control, calibration and troubleshooting of scoring systems to keep scoring accurate.
- Designed and delivered training modules, tracked metrics and timelines, and gave feedback on operational issues across distributed teams.

Account Manager & Customer Support Manager
(Remote)
2011 – 2014

- Managed accounts and resolved escalations and disputes, using data analysis to find fraud patterns and reduce invalid claims.
- Created templates and training materials to standardize responses and improve support quality.

Education & Certifications

- Master's Degree – Education: Teaching & Learning, Liberty University
- Bachelor of Arts – English (Major), History (Minor), Virginia Commonwealth University
- TEFL/TESL Certification (2017)