# Malak Fischer

Atlanta · GA · US

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*Layout style: hybrid*

## Summary

Results-driven professional with over 9 years of experience in operational support, customer service, and cross-functional coordination across retail and technology-adjacent environments. Proven ability to manage daily workflows, support team objectives, and maintain accurate documentation in fast-paced settings. Skilled in communication, problem-solving, and using business software tools to support productivity and service quality. Currently expanding expertise through pursuit of foundational cloud and product management knowledge to transition into technical product roles. Seeking to leverage transferable organizational, analytical, and stakeholder coordination skills as a Cloud Product Manager, with a commitment to learning industry best practices, cloud platforms, and agile methodologies. Comfortable in hybrid work environments and experienced in working both independently and as part of collaborative teams.

## Experience

### Operations Support Associate at TechFlow Solutions

01 Jun 2020 – Present

Atlanta, GA

Provide administrative and operational support to IT project teams for internal technology initiatives. Assist with scheduling, documentation, and coordination between departments during digital transformation projects. Act as point of contact for internal team queries related to project timelines and resource access.

* Supported 3 concurrent IT modernization projects by maintaining task logs, meeting minutes, and tracking status updates in shared drives and basic Jira boards
* Coordinated weekly sync meetings between infrastructure, security, and business teams, improving meeting attendance by 30% through streamlined scheduling
* Prepared onboarding packets for 15+ vendor consultants, including NDA processing and access coordination with IT helpdesk
* Assisted in drafting user requirement summaries from stakeholder interviews, reducing initial documentation time by 20%
* Monitored service request tickets and escalated issues based on priority, contributing to a 15% decrease in response lag

### Customer Experience Coordinator at UrbanPulse Retail

01 Mar 2016 – 01 May 2020

Atlanta, GA

Delivered frontline customer service and operational support in a high-volume retail technology store specializing in consumer electronics and connected devices. Assisted customers with product inquiries, returns, and troubleshooting setup issues for smart home devices, mobile accessories, and cloud-connected gadgets.

* Handled an average of 50+ customer interactions daily, achieving consistent positive feedback in post-visit surveys (94% satisfaction over 6 months)
* Supported inventory management through cycle counts and reordering coordination, reducing out-of-stock occurrences by 12% in assigned categories
* Trained 8 new team members on POS operations and customer engagement protocols (onboarding support role, non-leadership)
* Collaborated with vendor representatives on promotional setups and product knowledge sessions, gaining exposure to B2B coordination

### Administrative Assistant at Greenwood Family Medical Center

01 Jul 2013 – 01 Feb 2016

Decatur, GA

Provided front desk and operational support for a multi-physician clinic, managing patient scheduling, records processing, and provider coordination. Gained familiarity with healthcare compliance procedures, internal communication workflows, and system documentation.

* Managed daily appointment calendar for 6 providers, reducing scheduling conflicts by 25% after implementing a color-coded tracking system
* Processed insurance forms and patient intake paperwork, supporting compliance with privacy protocols (HIPAA awareness)
* Supported monthly billing audit preparation by organizing batch reports and flagging discrepancies for review
* Liaised between clinical and administrative staff to ensure timely processing of prescription refill requests

## Education & Training

### Bachelor of Science, Business Administration

Georgia State University

– 01 May 2013

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| **Skills**  Product Lifecycle Support, Requirements Documentation, Stakeholder Communication, Agile Meeting Coordination, Project Tracking, Technical Liaison Support, Cross-functional Collaboration, Customer-Centric Problem Solving, Operational Process Assistance, Data Entry & Reporting, Microsoft Office Suite, Google Workspace, Jira, Confluence, Zoom, Teams, Webex, Cloud Concepts, ITIL Framework, Financial Data Awareness, Vendor Communication Support, Issue Tracking & Escalation, Time Management & Organization, Active Listening & Feedback Incorporation, Service Desk Ticketing, Change Management Awareness, Basic Data Analysis, Professional Email & Correspondence, Customer Needs Assessment, Workflow Documentation, Change Order Processing, Conflict Resolution  **Certifications**  ITIL v3 Foundation | 2024-12-01  In Progress  AWS Cloud Practitioner Essentials | 2025-03-31  Self-study  **Awards**  Improved project coordination efficiency  TechFlow  Created a shared calendar and checklist system, reducing missed deadlines by 18% across two quarters  Team Support Player of the Quarter | 2021-09-01  TechFlow  Recognized for consistency in documentation and reliability in follow-ups during a major system migration  Achieved 94% customer satisfaction rating  UrbanPulse  Over 18 months, based on post-service digital feedback forms  Reduced reordering delays  UrbanPulse  Introduced a simple threshold tracking spreadsheet for high-turnover items, contributing to improved product availability | **Interests**  Technology trends  cloud innovation forums  team-based problem-solving workshops  community volunteering: tutoring high school students in professional skills  **References**  **References**  available upon request |