

# Brave Transitions – Success Story

From Job Search Frustration to Customer Service Success

How Helena Sternthal Landed Her Ideal Customer Service Role with  
Hillsborough County, TX in Just 4 Weeks

 by Luci Lima Leone



## Client Snapshot

Helena Sternthal is a dedicated professional eager to contribute her strong interpersonal skills and problem-solving mindset to public service. Despite persistent efforts over six months, she struggled to secure job interviews and showcase her true potential to employers.

Motivated by a passion to serve her community and build a meaningful career, Helena sought targeted support to break through the barriers holding her back in the competitive job market.



## Background: Job Seeker with Limited Interview Opportunities

**Career Goal:** Secure a Customer Service Representative role in local government

**Location:** Tampa Bay, Florida

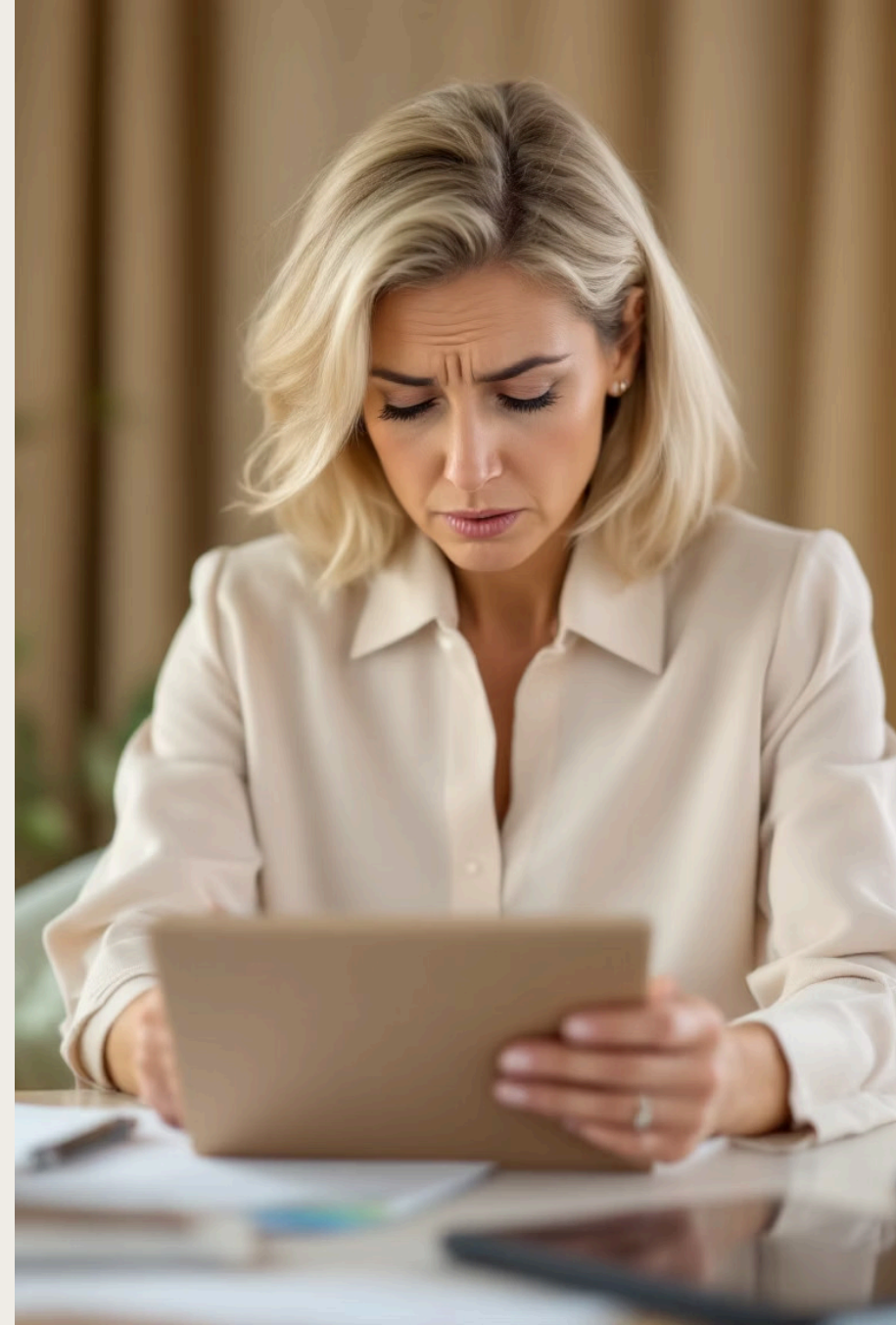
**New Role:** Customer Service Representative – Hillsborough County, TX



## Before Brave Transitions – The Challenge

Before joining the Brave Transitions – Job Search & Career Development Program, Helena was applying widely but facing repeated rejections or silence from employers. Her resume and outreach didn't fully capture her strengths or align with the expectations of hiring managers in the public sector.

She felt discouraged and unsure how to improve her chances or present herself as a standout candidate.



# The Saurya Solution

Through a focused 4-week coaching sprint, Helena and her coach worked together to:

- Revise and tailor her resume to highlight relevant skills, achievements, and customer service competencies
- Craft compelling cover letters and job applications aligned with public sector roles
- Develop a confident and professional LinkedIn presence to support networking efforts
- Build interview skills with practical role-play scenarios and storytelling techniques
- Create a structured job search plan with direct employer outreach and follow-up strategies



## The Breakthrough – What Changed

Helena gained clarity on how to position her experience effectively and began approaching applications and interviews with renewed confidence and purpose. Her story became clear, compelling, and directly aligned with what Hillsborough County was seeking in a Customer Service Representative.

The breakthrough came as she started landing interviews—and then a job offer —after years of waiting.



## The Outcome – Tangible Results

- Landed a Customer Service Representative position with Hillsborough County, TX in just 4 weeks
- Transitioned from months of no interview responses to multiple interview opportunities
- Built a repeatable job search system and interview approach for ongoing career growth
- Developed professional confidence and a clear career narrative aligned with public service



## Helena's Testimonial

"Working with Luci was a game-changer. After months of struggling alone, the focused support helped me finally break through and get noticed. I landed my ideal job in just four weeks! The process was encouraging, practical, and gave me the tools to keep growing." — Helena Sternthal



## Lessons Learned / Coach's Reflection

Helena's journey shows how persistence combined with the right strategy leads to success. By tailoring her story and applying targeted techniques, she transformed frustration into opportunity. Brave Transitions empowers clients to find clarity, build confidence, and move forward with purpose—just like Helena did.



## Call to Action

Ready to land your ideal job faster and with confidence? The Brave Transitions Program can help you rewrite your career story.

**Book your free strategy session today and take your next step toward success!**

