

# Parin Patel

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To give effective as well efficient efforts towards attainment of organizational goals with exploring wide scope of knowledge and intelligence. To work in an environment that provides a challenging and rewarding career ensuring a high-level job satisfaction. In the process apart from benefiting my employer, I also expect to learn for my overall development.

## Work Experience

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### **Technical Customer Support/ Troubleshooting Agent**

Vodafone Telecommunications Limited - Ahmedabad, Gujarat March 2020  
to February 2021

- Maintaining a positive, empathetic, and professional attitude toward customers at all times
- Responding promptly to customer inquiries
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support

### **Ice cream scooper/cashier**

Marble Slab Creamery - Hamilton, ON July  
2021 to Present

- Responsible for day-to-day operation includes Mixing ice cream on the slab, making shakes and sundaes, Serving Ice creams, cleaning duties, etc. in a fast-paced environment. The job requires English communication, Ability to multi-task.
- Welcome and identify customer needs
- Explain menu items to customers
- Monitor inventory to ensure products are in stock
- Enter and process customer orders at the register
- Resolve customer complaints
- Craft delicious, eye-appealing ice cream for our guests

## Education

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### **Bachelor's Degree in Computer Science**

Mohawk College - Hamilton, ON  
September 2021 to Present

## **Bachelor of Computer Application**

J G College - Ahmedabad, Gujarat  
March 2020 to March 2021

## **Secondary School in Commerce Stream**

Central Board of Secondary Education - Ahmedabad, Gujarat  
March 2018 to March 2020

## **Skills**

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- Ability to work diligently, efficiently, and accurately in a fast paced and high-volume environment.
- Solid knowledge of Microsoft Office such as Excel, Access, Word, Outlook & PowerPoint.
- Ability to perform advanced mathematical calculations.
- Proven high level of professionalism and commitment to learning and growth with constant up gradation of knowledge and skills.
- Proficient in handling diverse tasks all together with great attention to details.
- Excellent experience of the Practice-Perfect and Universal Scheduling.
- Team Management