# **PREYA PATEL**

60, littles road, Scarborough

**Email:** [**preya2728@gmail.com**](mailto:preya2728@gmail.com)

**PROFESSIONAL SUMMARY**

Reliable, energetic, and resourceful customer service professional with over three years of experience resolving customer complaints and promoting conflict resolution. Expertise in customer services, account management and relationship-building.

WORK EXPERIENCE

STATIONARY SHOP- Patan, India

YAMUNA TRADERS April 2020 - July 2021

● Easily able to manage many customers at one time.

● I also worked as a cashier.

● Collaborated with the team to quickly resolve customer complaints with appropriate action.

● Effectively managed more than 20 customers daily.

EDUCATION

HIGH SCHOOL

COMPUTER PROGRAMMING AND ANALYSIS, SENECA COLLEGE, TORONTO SEPTEMBER 2021-APRIL 2024

PROFESSIONAL SKILLS

● Mastery of Microsoft Office programs (Word, Excel, PowerPoint)

● Comfortable working in both Microsoft Windows 10 and Mac OS X.

● Excellent communication skills with a focus on team building and customer relations.

● Outstanding organizational, multitasking, and problem-solving abilities

CO-CURRICULAR INVOLVEMENT

● Participated in the school's sports team and won several tournaments.

● Participated in a badminton tournament and won finals.

● Participated in the Olympiad exam and won a silver medal.

● Volunteered at cleaning city NGO’S.

LANGUAGE COMPETENCIES

● Hindi, Gujarati, French

● English: Fluent (speaking, reading, writing)