

Rhea Patel

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Summary

Dedicated and efficient Customer Service professional with 3 years of experience in high-pace corporate environments. Proven ability to quickly master complex software workflows and articulate solutions clearly to non-technical users. Highly adept at managing ticket queues and prioritizing urgent customer needs to meet strict SLA targets.

Experience

Customer Support Executive

FinTech Global, Manchester, UK

January 2022 – Present

- Provided direct troubleshooting support for corporate clients using a proprietary finance management platform.
- Consistently handled a high volume of inbound queries (phone and email) with a focus on first-call resolution.
- Collaborated with the product team to log and track software bugs reported via **JIRA**, ensuring accurate documentation and timely fixes.
- Recognized monthly for outstanding performance in response time and ticket efficiency.

Service Desk Assistant

University of Manchester, Manchester, UK

September 2020 – December 2021

- Managed the university's IT service desk, assisting students and staff with network, hardware, and account issues.
- Used technical knowledge to diagnose and resolve issues efficiently in a busy environment.

Key Skills

Support Tools: **JIRA**, Confluence, MS Dynamics 365, Ticketing Workflow Management

Soft Skills: Written and Verbal Clarity, Active Listening, Prioritization, Time Management

Technical: Windows/Mac OS Troubleshooting, Basic Network Diagnostics, API Interaction Awareness

Education

B.A. Business Management (2:1 Hons)

University of Manchester