

SHREYA SHAH

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Professional Summary:

Hardworking IT Support Analyst with hands-on strategy and analytical experience working with Toronto Hydro. Trained in project and time management with extensive knowledge of technical support and proven multitasking abilities.

Skills:

- Technical support and assistance
- Excellent written and oral communication
- Product Knowledge
- Quality Management and Service standard compliance
- Customer Accounts Management and Customer Complaint Resolution
- Inbound and Outbound Calling

Professional Experience:

Client Support Specialist

Jun 2020 – Present

Toronto Hydro

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Received inbound phone calls from customers to provide first-level support and remotely troubleshoot issues with service, equipment or customer accounts.
- Exceptional conflict resolution, negotiation skills; problem-solving skills, demonstrating flexibility in meeting customer needs while maintaining client objectives
- Strong work ethic and positive team attitude and interpersonal skills that allow one to work effectively in a diverse working environment
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Resolved customer complaints and addressed emergency requests and needs.
- Educated customers on current promotions, upgrades or new offerings available under current plan.
- Documented and detailed calls and complaints using call center's CRM database.

Technical Support Agent

Aug 2016 – Dec 2017

Lancesoft Inc

- Prepared technical responses to requests for quotes, assigning costs, timeframes and alternative solutions.
- Configured hardware, devices and software to set up work stations for employees.
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
- Performed quality assurance and quality control assessments of support ticket fulfillment.

Education:

Post-graduation in Information Technology Business Analysis

Conestoga College, Kitchener, Ontario

Bachelor of Computer Science and Engineering

Institute of Technology and Management Universe, Vadodara, India

Volunteer Work:

- Active volunteer at Canadian Blood Services
- Working as a Guide Volunteer at Girl Guides of Canada