

# Harshitha CJ

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## Experience

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### Company Voice | Bangor, ME

#### Data Analyst | 02/2020 - 05/2025

provided professional, efficient support to customers by handling inquiries, resolving issues, and ensuring a positive overall experience. I managed customer communications through multiple channels—including phone, email, and chat—while maintaining high service quality standards and meeting daily performance targets. I collaborated closely with cross-functional teams such as sales, technical support, and operations to address customer needs and improve service processes.

My responsibilities included identifying customer concerns, offering accurate solutions, processing requests, and documenting interactions in the company's CRM system. I consistently demonstrated strong communication skills, empathy, and problem-solving abilities, contributing to increased customer satisfaction and retention.

## Skills

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Technical Project Management

## Education

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ppec | hassan

engineering | 05/2025