

Meera Patel

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A Customer Service Representative with six years of experience supporting sales teams and turning cancellations into satisfied customers. Recognized for exceptional communication and interpersonal skills while interfacing with diverse clientele. Proven ability to deliver high customer satisfaction ratings.

Education

Bachelor of Science (B.S.) Marketing

University Of Tennessee,
Nashville, TN
September 2013 - May 2017

Key Skills

- Call Center Operations
- ♦ Customer Service
- ♦ Client Relations
- ♦ Communication
- Customer Relationship Management (CRM)

Professional Experience

Customer Service Representative

TUV Firm, Nashville, TN I August 2019 - Present

- Manage and resolve 50+ escalated customer complaints per day, processing returns, exchanges, and changes to service levels
- Train new employees on CRM software to deliver high-quality customer service
- Achieve average customer service ratings of 87%, 13% higher than the company's average

Customer Service Representative

Dolan Call Center, Nashville,TN | May 2017-August 2019

- Provided quality customer service in a high-volume call center, processing transactions, resolving issues, and assisting with service sign-ups
- Resolved an average of nearly 500 inquiries on a weekly basis while meeting all performance milestones for speed and accuracy
- Achieved a 92%-95% customer satisfaction rating month over month