

# Meera Patel

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A Technical Support Team Lead with 10+ years of experience leading high-performance teams to resolve complex software issues. A strong history of identifying opportunities to improve the delivery of technology solutions for client businesses.

## Education

### Bachelor of Science (B.S.) Information Technology

University of Minnesota,  
Minneapolis, MN  
September 2007 - May 2011

## Key Skills

- Information Technology
- Team Leadership
- Technical Support
- Software Configuration
- Client Relations

## Professional Experience

### Technical Support Team Lead

Salesforce.com, Minneapolis, MN | October 2016 - Present

- Field 15+ tier III issues per day related to the Salesforce CRM platform, interface with customers to diagnose root causes, and achieve a 95% client satisfaction rating
- ◆ Provide training to end-users on the Salesforce CRM and deliver step-by-step instructions for configuration and updates to ensure optimal functionality based on customer needs
- Coordinate with the IT Manager to supervise a team of 25+ technical support representatives and deliver coaching and mentorship to improve performance

### Technical Support Specialist

PeopleSoft, Minneapolis, MN 1 May 2011 - October 2016

- Resolved technical issues for client businesses during the integration of the PeopleSoft HR solution, which included diagnosing complex configuration issues
- Coordinate with the escalations team to identify solutions for tier III issues and ensure timely resolution to maintain positive client relationships