



Harshika Patel

EXPERIENCE

March 2019 – Feb 2020

Sales Representative Vasundhara Vision | Surat, India

- Every day talk with clients and explain about our services and product.
- Ensured high levels of customer satisfaction by promptly addressing inquiries, resolving technical issues, and delivering exceptional service.
- Demonstrated effective active listening skills to understand customer concerns and provided appropriate solutions promptly.
- Worked collaboratively with cross-functional teams, including technical support and sales teams, to escalate and address complex customer issues, ensuring timely resolution and customer satisfaction.
- Maintained accurate and detailed records of customer interactions and technical issues using the company's ticketing system, facilitating efficient follow-up and resolution processes.
- Participated in weekly team meetings, sharing valuable customer feedback and contributing ideas for process improvements, ultimately enhancing team performance and customer satisfaction.

March 2020 - August 2022

Customer Support Associate Casepoint PVT LTD | Surat, India

- Assisted customers via phone, email, and chat in a fast-paced tech support environment.
- Resolved a variety of technical issues related to software applications functionality and Quality, ensuring customer satisfaction.
- Demonstrated effective active listening skills to understand customer concerns and provided appropriate solutions promptly.
- Utilized the company's ticketing system to log customer interactions, ensuring accurate documentation of issues and resolutions.
- Collaborated with the technical team to escalate complex issues and ensure timely resolution for customers.
- Contributed to weekly team meetings, sharing customer feedback and ideas for process improvements.

September 2022

Burger Factory Waterloo,-Working as manager Ontario Canada

- Taking Orders: Greeting customers, helping them choose from the menu, and accurately taking their food and drink orders.
- Menu Explanation: Providing detailed explanations of menu items, including ingredients, preparation methods, and any customization options
- Special Requests: Handling special dietary requests, allergies, and preferences by communicating with the kitchen staff to ensure the food is prepared correctly
- Recommendations: Suggesting popular menu items, daily specials, or upselling additional items like sides, drinks, or desserts
- Payment Processing: Accepting payments from customers, handling cash and credit card transactions, and ensuring accuracy in calculating bills
- Order Accuracy: Verifying orders before they are sent to the kitchen to ensure accuracy and prevent mistakes

📍 Waterloo Canada

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SUMMARY

Aspiring and highly motivated individual seeking a Customer Service Representative position to utilize strong communication and problem-solving skills to deliver exceptional customer experiences. Eager to contribute positively to a dynamic team and gain valuable experience in the customer service industry.

SKILLS

- Excellent communication skills, both verbal and written
- Good Team player and Believe in Team Work
- Easily adapt New Technology and Good in Finance or mathematics
- Customer Engagement and client Services
- Accountability
- Active listening and empathy
- Strong problem-solving and conflict resolution abilities
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Adaptability and ability to work in a fast-paced environment.
- Quick learner and ability to follow instructions accurately.

and generate receipts

- Team Communication: Collaborating with kitchen staff, servers, and other team members to ensure smooth service and address any challenges
- Training and Onboarding: Assisting new staff members in understanding customer service procedures, menu knowledge, and handling transactions
- Crisis Handling: Managing difficult situations, such as long wait times, incorrect orders, or unhappy customers, while maintaining professionalism and problem-solving skills
- Above all task represents my customer support skills such as maintaining a positive attitude, active listening, and empathetic communication to create a welcoming and enjoyable experience for customers.

EDUCATION AND TRAINING

April 2023

Software Quality Assurance and Test Engineering

Conestoga College

GPA: 3.40/4

May 2018

Bachelor of Computer Engineering

Gujarat Technological University

GPA: 9.04/10

HOBBIES AND INTERESTS

- Reading Books
- Cooking
- Watching Cartoons Movies

REFERENCE:

Shreyansh Chavda

Shreyansh.chava@nordia.com

Note: Ready to relocate

G2 holder so easy for commute also...

Experience also for work from home in Corona pandemic