



Harshika Patel

EXPERIENCE

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, 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
- Food Delivery: Bringing orders to the appropriate tables, confirming the accuracy of the items, and addressing any issues immediately
- Problem Solving: Resolving customer complaints or issues related to their orders, food quality, service, or any other concerns
- Wait Time Management: Providing estimated wait times during busy periods and keeping customers informed about the status of their orders
- Customer Inquiries: Answering questions about the restaurant's policies, hours of operation, pricing, and any other general inquiries
- Language Barriers: Communicating effectively with customers who may speak different languages or have limited language skills
- Feedback Collection: Encouraging customers to provide feedback on their experience, whether positive or negative, and conveying this feedback to the management
- Maintaining the Point of Sale (POS) System: Familiarity with the restaurant's POS system to accurately input orders, process payments,

📍 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
- Playing Badminton