

# Harshika Patel

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## OBJECTIVES

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.

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## EDUCATION

**Gujarat Technological University** | Bachelor of Computer Engineering | **August 2014 -May 2018**

- Cumulative **GPA: 9.04/10**

**Conestoga College** | Software Quality assurance and test engineering | **September 2022-April 2023**

- Cumulative **GPA: 3.40/4**

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## 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.

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## EXPERIENCE

**Customer Support Associate**, Casepoint PVT LTD Surat, India | March 2020 - August 2022

- 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.

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## INTERESTS

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- Reading Books
- Cooking
- Watching Cartoons Movies