Harshika Patel





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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.

# 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



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](mailto:Shreyansh.chava@nordia.com)

# Note: Ready to relocate

# G2 holder so easy for commute also…

# Experience also for work from home in Corona pandemic