|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | |  |  | | --- | --- | |  | Waterloo Canada | |  | 548-883-0211 | |  | harshikapatel2574@gmail.com |       **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. |  | **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, 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 |  |

.