

Tejas Vijay Patel

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SUMMARY

Young professional with background in supporting product, customer service and operations from scaling startups and a publicly traded company. Seeking to use proven customer service and product support skills to take customers needs and translate them into product goals and features to contribute in creating world-class service and product.

SKILLS

Salesforce Service Cloud - Cornerstone Software Suite - JIRA - Confluence - Zendesk - HTML/CSS - Basic SQL

EXPERIENCE

Cornerstone OnDemand, Product Specialist III

July 2017 - Present, Santa Monica, CA

- Support client base by utilizing my deep understanding of the Cornerstone application including the hundreds of complex features and configuration options to validate potential system defects for analyst and engineering teams using data driven approaches as well as work on support tickets and escalations.
- Contribute on projects to help transform support team to a more proactive model that has included creating knowledge articles on both client-facing and internal facing, working projects related to new Salesforce Lightning instance and mentoring new product specialists.
- Premier representative for five key accounts that have total baseline revenues of over 2.5 million dollars, I am the main point of contact for all cases and a liaison for the engineering and product teams in regards to any open defects and upcoming product updates in quarterly releases.

cielo24, Product Specialist

November 2015 - August 2016, Santa Barbara, CA

- Provided tier one customer support and ensured resolution of technical and support related inquiries within the defined service level agreement using Zendesk for written communication.
- Acceptance tested new features and performed other quality assurance processes both before and after releases from the development team using JIRA to comment, update workflow and pass tickets.
- Documented the features, setup and basic troubleshooting processes for the various partners integrated with cielo24's platform for both internal and client facing use as well as contribute articles for self help support.

EDUCATION

University of California, Santa Barbara / Technology Management Certificate

September 2013 - June 2015

Received the Technology Management Certificate from the College of Engineering after completing two years of coursework and projects to develop an understanding of business principles and concepts to be used during start-up, growth and operation of technology-oriented companies.

University of California, Santa Barbara / Philosophy

August 2011 - June 2015

Received a bachelor's degree in Philosophy with a focus on Ethics and Public Policy, completed coursework that asserted analytic thinking for disciplined and rigorous philosophical reflection.

PROJECTS

Hendry's Dog Food

September 2014 - May 2015

Was a sustainable dog food company that I created with my partner for the New Venture Competition (NVC), a year long program through the Technology Management Program. We created a value proposition, financial projections, performed market analysis and produced a minimum viable product and then presented and pitched our business to hundreds of business professionals and community leaders at the end of the year.

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