

Amara N. Patel

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SUMMARY

Dedicated Customer Service Representative with over 5 years of experience in delivering exceptional service and support. Proven ability to resolve customer issues effectively, resulting in increased customer satisfaction and loyalty. Skilled in using various CRM software and communication tools to enhance customer interactions.

EXPERIENCE

Customer Service Representative

Jan 2022 - Present

Tech Solutions Inc., Austin, TX

- Improved customer satisfaction ratings by 20% within the first year through effective problem resolution and communication.
- Managed an average of 50 customer interactions per day, achieving a first-call resolution rate of 85%.
- Utilized Zendesk and Salesforce to track customer inquiries and streamline support processes.

Customer Support Associate

Jun 2019 - Dec 2021

Retail Innovations LLC, Dallas, TX

- Enhanced team performance by training new hires on customer service protocols, reducing onboarding time by 30%.
- Responded to customer inquiries via phone, email, and live chat, achieving a response time of under 2 minutes.
- Conducted feedback surveys that resulted in a 15% increase in service quality ratings.

Customer Service Intern

May 2018 - May 2019

Global Commerce Corp., Houston, TX

- Assisted in resolving customer complaints, contributing to a 10% reduction in escalated issues.
- Participated in a project that automated the ticketing process, saving the team 10 hours per week.
- Collaborated with the marketing team to promote customer loyalty programs, increasing enrollment by 25%.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of Texas at Austin, Austin, TX • GPA: 3.7

SKILLS

Technical Skills: Customer Relationship Management (CRM), Conflict Resolution, Data Analysis, Communication Skills

Tools & Frameworks: Zendesk, Salesforce, Microsoft Office Suite