

Aisha Patel

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SUMMARY

Dedicated and enthusiastic entry-level customer service representative with a strong background in communication and problem-solving. Proven ability to handle customer inquiries and resolve issues efficiently, contributing to improved customer satisfaction and retention.

EXPERIENCE

Customer Service Associate

Jan 2022 - Present

Tech Solutions Inc., Seattle, WA

- Resolved 95% of customer inquiries on the first contact, enhancing customer satisfaction ratings by 20%.
- Implemented a new ticketing system that reduced response times by 30%, improving overall team efficiency.
- Conducted follow-up surveys leading to a 15% increase in customer retention through targeted feedback response.

Retail Sales Associate

May 2020 - Dec 2021

Best Buy, Seattle, WA

- Achieved monthly sales targets consistently, contributing to a 10% increase in store revenue.
- Trained 5 new staff members on customer service protocols, resulting in improved team performance and customer feedback.
- Assisted in managing inventory and conducting stock audits, ensuring an accuracy rate of 98%.

Intern - Customer Support

Jan 2019 - Apr 2019

XYZ Corp., Seattle, WA

- Supported customer service operations during peak seasons, handling up to 50 calls per day.
- Provided data entry support that improved database accuracy by 25% through meticulous attention to detail.
- Collaborated with the team on a project that streamlined the customer feedback process, reducing feedback collection time by 40%.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

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

Tools & Frameworks: Zendesk, Salesforce, Microsoft Office Suite