

Ayesha Patel

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SUMMARY

Dedicated and results-oriented recent graduate with a strong foundation in customer relationship management and a passion for enhancing customer experience. Proven ability to manage customer inquiries and drive satisfaction through effective communication and problem-solving skills.

EXPERIENCE

Customer Support Intern

Jun 2022 - Present

Tech Solutions Inc., San Francisco, CA

- Increased customer satisfaction scores from 75% to 90% within 6 months through targeted feedback and proactive support.
- Managed a ticketing system using Zendesk, resolving over 300 customer inquiries weekly, resulting in a 25% reduction in response time.
- Collaborated with the product team to identify and report customer pain points, contributing to a 15% improvement in product usability.

Sales Associate

May 2020 - May 2022

Retail World, San Francisco, CA

- Achieved top sales associate status by increasing sales by 20% during the holiday season through exceptional customer engagement.
- Developed strong relationships with customers, leading to a 30% increase in repeat customers.
- Trained new employees on customer service best practices, ensuring a consistent customer experience.

Volunteer Customer Service Representative

Jan 2019 - Dec 2019

Community Help Center, San Francisco, CA

- Assisted customers in navigating resources, improving service delivery efficiency by 40%.
- Organized community outreach events that educated over 200 local residents on available services.
- Collected and analyzed customer feedback to help improve program offerings.

EDUCATION

Bachelor of Science in Business Administration

May 2022

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

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

Tools & Frameworks: Zendesk, Salesforce, Tableau