

Amina Patel

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SUMMARY

Dedicated Senior Customer Support Specialist with over 7 years of experience in enhancing customer satisfaction and driving service excellence. Proven track record in implementing support strategies that improve service delivery and increase product adoption.

EXPERIENCE

Senior Customer Support Specialist

Jan 2022 - Present

TechSolutions Inc., San Francisco, CA

- Increased customer satisfaction scores by 25% by streamlining support processes and implementing a new ticketing system.
- Developed and led training programs that reduced onboarding time for new agents by 30%.
- Utilized Zendesk and Salesforce CRM to manage customer inquiries, achieving a 95% resolution rate on first contact.

Customer Support Team Lead

Jun 2018 - Dec 2021

Innovate Corp., Los Angeles, CA

- Managed a team of 10 support agents, leading to a 40% increase in team performance metrics year-over-year.
- Implemented a feedback loop that improved product features based on customer input, resulting in a 15% decrease in support ticket volume.
- Conducted weekly performance reviews that enhanced individual agent skills and improved overall team efficiency.

Customer Support Specialist

May 2015 - May 2018

ServiceFirst Co., San Diego, CA

- Achieved a 90% customer retention rate through effective problem-solving and relationship management.
- Reduced average response time to customer queries from 24 hours to 12 hours by optimizing team workflow.
- Contributed to the knowledge base, improving self-service solutions for customers and decreasing ticket volume by 20%.

EDUCATION

Bachelor of Science in Communication

May 2018

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

SKILLS

Technical Skills: Customer Relationship Management (CRM), Zendesk, Salesforce, Data Analysis

Tools & Frameworks: JIRA, Slack, Microsoft Office Suite