

MY CAREER



- Customer Service Representative at ServicePro Inc. (1.4 Years)
- Customer Support Associate at TechEase Solutions (6 Months)
- Intern, Customer Relations at NextGen Innovations (4 Months)

Coursework: Customer Service Management, Business Communication, Marketing Principles, Operations Management

CERTIFICATIONS

- Customer Service Excellence Certification 📅 2022
- Certified Call Center Representative 📅 2021

TECHNICAL SKILLS

- **Office Software:** Microsoft Office Suite, Google Workspace, CRM Tools
- **Communication Tools:** Zoom, Slack, Microsoft Teams
- **Service Platforms:** Zendesk, Freshdesk, Help Scout
- **Data Management:** Salesforce, SQL, Excel
- **Training Resources:** Webinars, Tutorials, Peer Training
- **Technical Support:** Remote Desktop Tools, Ticketing Systems, FAQs
- **Social Media Engagement:** Meta Platforms, Twitter, LinkedIn
- **Time Management:** Trello, Monday.com, Asana
- **Reporting and Feedback:** SurveyMonkey, Google Forms, Tableau
- **Project Management:** JIRA, Basecamp, ClickUp

PROFESSIONAL AFFILIATIONS

- Member of the Customer Service Professionals Network, fostering connections among service experts.
- Volunteer at local charity helplines, assisting in community support initiatives.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST