



## 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)

University of Illinois 🎓 GPA: 3.5 📅 2023 📍 Champaign, IL

**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