










Rhea Farooq

Dispatcher and Customer Service Representative

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STRENGTHS

-  **Customer Centricity**
Fostered a customer-first culture through active listening, which consistently increased satisfaction ratings.
-  **Adaptability**
Excelled in dynamic environments, adjusting plans as needed to meet evolving customer needs.
-  **Communicative**
Built rapport and maintained open lines of communication with clients, leading to lasting relationships.
-  **Organizational Skills**
Streamlined reporting processes that ensured better tracking of service metrics, boosting operational clarity.
-  **Team Collaboration**
Recognized as a valuable team player; colleagues actively sought guidance in challenging situations.

SKILLS


- Customer Service
- Dispatch Coordination
- Scheduling Software
- Microsoft Office Suite
- Communication Skills Multitasking
- Time Management
- Problem Solving
- Service Management Software
- Record Keeping
- Team Collaboration
- Client Relations
- Operational Efficiency

SUMMARY

Enthusiastic, customer-oriented professional with over three years in dispatching and customer service. Proven track record of effectively managing multiple priorities while providing exceptional service in fast-paced settings. Proficient in Microsoft Office Suite and various service management tools, ensuring accuracy and attention to detail. Excellent communication skills foster positive relationships with clients. Keen on opportunities for collaboration and contributing to collective success.

EXPERIENCE



Dispatch Coordinator

NextGen Services  January 2024 - Present  Naperville, IL

As a Dispatch Coordinator, responsible for efficiently processing inbound service requests and maintaining up-to-date records of customer interactions. Coordinate technician dispatch based on urgency and availability, ensuring customer satisfaction through effective communication and prompt service.

- Process inbound service requests via phone, email, and portal submissions, fostering smooth operations.
- Dispatch technicians, optimizing for skill set and urgency, enhancing service efficiency.
- Maintain accurate dispatch logs and communicate updates, nurturing strong customer relationships.
- Collaborate closely with teams, adapting schedules dynamically to optimize response times.



Customer Support Specialist

Tech Solutions Inc.  June 2022 - December 2023  Aurora, IL

Served as a key liaison between customers and technical teams, addressing inquiries and resolving issues effectively. Managed service requests through diverse communication channels, ensuring prompt resolutions and improved client experiences.

- Handled customer inquiries through phone and email, delivering responsive support.
- Documented and maintained comprehensive records of customer interactions, facilitating seamless issue resolution.
- Engaged with technicians to ensure timely service delivery, enhancing overall satisfaction.
- Played an instrumental role in team meetings, sharing insights to improve service processes.

Intern, Customer Relations

Innovative Tech Co.  January 2022 - May 2022  Chicago, IL

Assisted in customer relations by managing inquiries and scheduling appointments. Supported the service management team in maintaining accurate records and processing requests promptly, helping optimize workflows.

- Processed customer service inquiries, developing skills in handling complex situations.
- Scheduled technician appointments efficiently, ensuring minimal wait times for customers.
- Maintained organized records, assisting in effective tracking of service requests.
- Participated in team brainstorming sessions, contributing ideas to enhance service quality.

LEADERSHIP & AWARDS

- Employee of the Month at NextGen Services for standout performance and exceptional customer feedback.
- Achieved recognition from clients for delivering excellent service during peak operational periods.

EDUCATION

Associate Degree in Business Administration

City College of Chicago  GPA: 3.5  2021  Chicago, IL

KPI Reporting Attention to Detail

Follow-Up Skills

LANGUAGES

English Native

Spanish Proficient

MY CAREER



● Dispatch Coordinator at NextGen Services (2.4 Years)

● Customer Support Specialist at Tech Solutions Inc. (1.5 Years)

● Intern, Customer Relations at Innovative Tech Co. (4 Months)

Coursework: *Marketing Principles, Customer Service Strategies, Operational Management, Advanced Communication Skills*

CERTIFICATIONS

- Certified Customer Service Professional 📅 2022
- Microsoft Office Specialist 📅 2023

TECHNICAL SKILLS

- **Communication Tools:** Google Voice, Slack, Zoom
- **Scheduling Software:** Trello, Monday.com, ServiceTitan
- **CRM Systems:** Salesforce, HubSpot, Zendesk
- **Office Productivity Tools:** Microsoft Word, Excel, PowerPoint
- **Data Analysis Tools:** Google Analytics, Microsoft Access, Tableau
- **Feedback Tools:** SurveyMonkey, Typeform, Qualtrics
- **Task Management Tools:** Asana, ClickUp, JIRA
- **Collaboration Tools:** Microsoft Teams, Google Workspace, Dropbox
- **Logistics Management Software:** Verizon Connect, FleetComplete, ClickSoftware
- **Performance Measurement Tools:** Domo, Klipfolio, Smartsheet

PROFESSIONAL AFFILIATIONS

- Member of the Local Chamber of Commerce focusing on community business development initiatives.
- Volunteered with local non-profits, enhancing customer engagement practices to support social causes.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST