

Rhea Farooq

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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

January 2024 - Present

NextGen Services

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

June 2022 - December 2023

Tech Solutions Inc.

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

January 2022 - May 2022

Innovative Tech Co.

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

2021

City College of Chicago GPA: 3.5

Chicago, IL

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

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
- KPI Reporting
- Attention to Detail
- Follow-Up Skills

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.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST