

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

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.

