SIMRAN THAKKAR

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OBJECTIVE

Energetic and reliable customer service professional with 3+ years of hands-on experience in fast-paced environments, including retail and technical support. Proven track record of resolving customer inquiries efficiently and professionally. Highly adaptable with excellent communication, multitasking, and technical troubleshooting skills.

CORE COMPETENCIES

- Customer Service & Support
- Communication (Email, Phone & In-Person)
- Troubleshooting & Technical Support
- Microsoft Office (Excel, Outlook, Word, PowerPoint)
- OS: macOS, Windows, iOS
- POS & Cash Handling
- Team Collaboration
- Attention to Detail

EXPERIENCE

Team Member
Tim Hortons, Toronto, ON
May 2019 – May 2021

- Delivered exceptional customer service while managing fast-paced order environments
- Handled cash and electronic payments accurately
- Trained new employees on service protocols and teamwork
- Managed both front counter and drive-thru operations efficiently

Technical Support Representative Intern
CygniSoft Inc., Toronto, ON
Sep 2020 – Dec 2020

- Provided front-line support for customer technical issues
- Explained complex solutions in user-friendly language
- Followed up with users to ensure complete issue resolution
- Assisted in documentation and knowledge base updates

IT Help Desk Support
Pursuit InfoTech, Surat, Gujarat
Mar 2018 – Mar 2019

- Provided software and hardware troubleshooting for clients and internal staff
- Resolved issues related to macOS, Windows, Android, and accounting software
- Supported email configuration, connectivity, and OS-level troubleshooting
- Demonstrated excellent interpersonal communication in user support

Mobile Developer
Corus Entertainment, Toronto, ON
May 2021 – Present

- Maintained Android applications with focus on usability
- Collaborated with cross-functional teams for improved product delivery
- Integrated user feedback to enhance app functionality and customer satisfaction

EDUCATION

Post Graduate Diploma – Mobile Application Design & Development

Lambton College, Toronto, ON

GPA: 3.2/4.0

Bachelor of Information Technology

Sarvajanik College of Engineering and Technology, Surat, Gujarat

GPA: 3.8/4.0

ACHIEVEMENTS

- Consistently exceeded monthly performance and service goals
- Recognized for excellent customer interaction and technical resolution