

# JEEL PATEL

**Address:** 124 Choctaw Bend,  
Clinton, MS 39056

**Phone:** + (601) 832-9877  
**E-mail:** jmp760@msstate.edu

## CAREER PROFILE

Passionate representative with many years' hands-on experience in determining operational objectives by effectively studying business functions. Excellent skills in identifying business systems problems and recommending controls to address them effectively. Unmatched ability to maintain system protocols by writing and updating system procedures. Seeking to obtain a challenging position as a Business system analyst where my resourceful experience and academic skills will add value to organizational operations

## PROFESSIONAL EXPERIENCE

**AT & T, BRANDON, MS** **2016–Present**  
**Customer Service Representative/Authorized Retailer**

- Identify and assess customer's needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/team sales targets and call handling quotas.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follows up to ensure resolution.
- Keep records of customer interaction and process customer's account

**SMART HOOKAH LLC, Clinton, MS** **08/2016**  
**Owner**

- Produces hookah that makes smoking easy
- Hookah comes with USB charging ports, cooling base, and Bluetooth speaker
- Hookah is a smart technology with great pleasures of group smoking

**POWER BELL LLC** **11/2016**  
**Owner**

- PowerBell is a modern charging device
- Products not bulky unlike power bank
- Used for charging purposes
- Portable discreet power bank
- Charging devices without the inconvenience of a bulky power bank

**SUBWAY INC. PEARL, MS** **08/2011**  
**Manager/Information Technology**

- Provide oversight, direction and training in a retail environment for a team of X employees
- Manage all aspects of on-site technology, including hardware and software troubleshooting
- Oversee marketing plan, merchandise layout and ensure proper store layout in line with corporate-directed marketing plan
- Operate a cash register, responsible for accurate intake of more than \$2,000 in daily cash, credit and check transactions. In 2015, I maintained more than 80% accuracy, which was the best in my store
- Responsible for ensuring compliance with corporate-mandated point of sale opening and closing procedures, including the verification and balance of the cash register. In more than six years, I have never been responsible for a policy loss due to an unbalanced register
- Developed a customer satisfaction follow up program to ensure customer delight in my store. Each week, I reach out to 30 randomly

## TECHNICAL SKILLS

- **Operating System:** Windows XP / 7 / 8 / 10 /Linux.
- **Microsoft Office** Microsoft Word, PowerPoint, Excel and OneNote.
- **Programming Language** Python, C++

## CORE COMPETENCIES

- Communication
- Customer satisfaction
- Multi-tasking
- Client account management
- IOS and android proficiency

## EDUCATION

**Bachelor of Science** **ONGOING**  
**Information Tech Services**  
Mississippi State University, Starkville, MS