

Pareen Patel

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Education

University of California San Diego – La Jolla, CA
(Incomplete)

September 2015-September 2017

Major: Structural Engineering

West Valley College -- Saratoga, CA
Focus in Math and Physics

June 2012-March 2015

Experience

Postmates

San Jose, CA

Delivery

April 2018-Present

- Delivered accurate and professional customer service with every contact
- Ensured effective, timely and proactive customer service resolution and follow-up
- Maintained a working knowledge of customer service division products and services with their benefits and their features, and department policies and procedures.

Santa Barbara Tax Products Group (TriStaff)
Customer Service Representative

San Diego, CA

November 2017-January 2018

January 2017-March 2017

- Delivered accurate and professional customer service with every contact
- Ensured effective, timely and proactive customer service resolution and follow-up
- Maintained a working knowledge of customer service division products and services with their benefits and their features, and department policies and procedures.

Kaiser Permanente (Apex Systems)
Service Center Representative

San Diego, CA

April 2017-May 2017

- Identifying, researching, and reconciling billing payments amounts to ensure accurate eligibility determination, payment, revenue and membership records.
- Setting up and maintaining member data including but not limited to processing enrollments, corrections, retroactivity adjustments and terminations.
- Resolving payment discrepancies and delinquencies

Comfort Inn
Front Desk Associate

San Jose, CA

August 2010- February 2015

- Balanced and audited for accuracy in accounts
- Completed and transmitted daily management and accounting reports
- Resolved accounting discrepancies
- Greet guests appropriately as they arrive and depart
- Interacted with guests over the phones dealing with any issues they had

Skills

- Proficient in MS Office, HTML, CSS, and JavaScript.