**Peretz Cohen**

**(916)-596-5477**

**Peretz.C@Yahoo.com**

**Experience**

**ThirdBridge**, Los Angeles, California

Dec 2019 - Feb 2020

**Interim Analyst**

* Primary research for the largest global management consulting firms.
* Lead outreach via LinkedIn and Email.
* Adhere to compliance guidelines for the expert network industry.

**Modis at Snapchat**, Los Angeles, California

June 2019 - Dec 2019

**Account Recovery Associate**

* Resolve account issues; determining the cause of the problem; selecting and explaining the best solution in a timely manner.
* Enter account data carefully with attention to detail.
* Leave comprehensive notes on actions taken.
* Conduct objective, fair, thorough, unbiased, and timely investigations before taking action to resolve a user’s account issue.
* Resolve ~120 tickets daily.
* Correspond with users regarding their account and actions taken on them using Zendesk.
* Escalate and correctly route tickets beyond the scope of knowledge and duties.

**Prodege**, Los Angeles, Californa

June 2017- June 2019

**Junior Java Developer**

* Sign in with Google implementation for Swagbucks.com and for the mobile app.
* Cleanup legacy code and processes.
* Implement new features for internal admin use across the front and back end.
* Add request parameters to ProdegeMR API.
* Automate user interaction tests for Prodege on Demand platform and Prodege chrome web extensions.
* Manage remote team of 3 overseas developers, dealing with a language barrier, to automate testing of the user interface of Prodege on Demand (Prodege MR).
* Impement Threshold alerts in admin, with email notifications, when alerts were ignored.
* Front End Development in enhancing UI elements utilizing: Bootstrap, Handlebars.js, Select2.js and EXTJS.
* Utilize Jira and Confluence in the framework of an Agile Methodology.
* Coordinate between Product and Development in some of the versions of the chrome extension.

**MD Credit,** Los Angeles, California April 2017 - June 2017

**Junior Credit Advisor**

* Draft contracts for patient application and final agreement packages.
* Supporting patients and doctors, via phone and email.
* Document interactions with patients and doctors in internal finance management system.
* Support hardware and software needs in conjunction with offsite provider.

**Various,** Los Angeles, California May 2016 - March 2017

**Content Writer**

* Contributed one article a week for ARoyalPain.com (Fan Site for the Sacramento Kings) The content ranged from news items to op-eds on the state of the team and individual players.
* Researched and wrote a comprehensive web-guide on spearfishing snorkels for a startup Stokeshare.
* Methods of research were online reviews and contacting a surf shop near a spearfishing hotspot.
* Worked closely with the CMO for direction and for some on hands content marketing training.

**Terravate Beauty Co.**,El Segundo , California

October 2015 - March 2016

**Technical Apprentice**

2MinuteClub.com

* Update and test edits on the websites’ front end primarily (including typos, glitches and other HTML JavaScript related issues) with some time being spent on researching and developing the back-end architecture which was hosted on the cloud on Azure.
* HTML Email template building and testing.
* Process incoming orders and enter them into Shipstation.
* Update and maintain data of website database by entering in the customer information and order details. Follow up included making sure that key values matched up to other database tables.
* Analyze patterns of user address and credit card numbers for fraud detection.

**EDUCATION**

Bachelor of Science Computer Information Systems

**Bellevue University E-Campus**

Bellevue, Nebraska

**2015**