

# RIYA PANCHAL

• +1(331)-356-3476 • riyap6929@gmail.com

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## SUMMARY

Marketing student pursuing a Bachelor's degree in Business Administration with diverse experience in customer service, legal interpretation, and market research. Skilled in data analysis and problem-solving, with exceeding quality assurance targets. Fluent in multiple languages, proficient in technology and good at combining strong attention to detail by working with teammates.

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## EDUCATION

**William Rainey Harper College**  
*Bachelor of Business Administration - Major in Marketing*

Expected Graduation December 2026

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## WORK EXPERIENCE

### Broadspire - Crawford and Company

*Contact Center Agent I*

April 2024 - Current

- Created claim files by entering loss report information and delivered excellent customer service.
- Informed claimants about required documents and benefits.
- Achieved quality assurance scores exceeding 95% in customer service evaluations for each interaction.
- Implemented usage in MS Office, Outlook, MS Teams, Ring Central, TCC, Salesforce and MS Word to help customers.
- Addressed customer concerns, following internal database prompts and company scripts.

### Ready Made Staffing & Language Resources

*Court Interpreter*

September 2023- Current

- Interpreted English to Gujarati and Hindi with precision during court proceedings, ensuring seamless communication between non-English-speaking clients and legal professionals.
- Reviewed pre-recorded conversations and prepared translations.
- Translated legal documents and oral testimonies while keeping legal terms accurate.
- Demonstrated the ability to thrive under pressure while maintaining a high level of professionalism in courtroom environments.

### Haynes & Company

*Market Researcher*

December 2022- October 2023

- Completed on-site data collection by filling out a survey analysis at the Woodfield H&M store as part of the Haynes and Company team
  - Included data for each clothing category with the accurate recording of sale prices, lowest prices, mode prices, and highest prices of clothing items.
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## Certifications

- **Google Digital Marketing & E-commerce Certificate**
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## ADDITIONAL INFORMATION

- **Skills:** Teamwork, Attention to Detail, Customer Service and Adaptability
- **Languages:** English, Gujarati and Hindi