



# KATHRIN PELED

STUDENT FOR WEB DEVELOPMENT



## ABOUT ME

*In 2017 I graduated with a diploma in software practical - engineering.*

*I am currently a student of DCI - Digital Career Institute for Web Development and learning a German language course at the C1 level.*



## CONTACT

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## PERSONAL DETAILS

- Birthdate: 1989
- Driving License: B (Germany)
- Marital Status: Single
- Citizenship: Portugal, Israel
- Work Permit: EU citizen

### Languages:

- Hebrew: Native
- English: Fluent
- German: Intermediate (B2)



## WORK EXPERIENCE

### Customer support agent, Concentrix, Berlin

August 2022–January 2023

- Technical support for advertisers and business owners customers of social media.
- Manage all different types of inquiries generated via activities such as chat, email, calling and social media messenger.
- Demonstrate the value of advertising solutions and provide post-sales support for all self-service product.

### Content Moderator, Majorel, Berlin

June 2020–December 2021

- Reviewing content in social media and take action according to the policy (Hebrew and English).

### Data Analyst, Refinitiv, Gdynia, Poland

January 2020–April 2020

- Data Analyst for the Israeli stock exchange market.
- Translation project- Checking and correcting translation mistakes of a new software (SDL).

### Customer Service Online, Proonto, Freelance Job

June 2019–March 2020

- "Issta" Project (Travel agency).
- Customers complaints, Recommendations, Information.
- Providing instant online customer response through site chat services, routing customers to an appropriate department, emergency assistance.
- Reporting and tracking exceptions or customers who need immediate help.

\* Project has been stopped due to the Corona crisis.

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## SKILLS | EXTRAS

- SAP
- Canva
- CRM
- Social Medias Policies
- Git Hub
- Visual Studio Code

### Microsoft Office

- Power Point
- Word
- Excel
- Outlook

### Personal Skills

- Well organized
- Team player
- Solving problems



## EDUCATION

- **DCI, Berlin**

### Web Development course

Februar 2024 – April 2025

- **Technion – Israeli Institute of Technology**

### Practical Engineering degree in Programming (Diploma)

- *Final Project – Java language ("Snake" game with 10 levels).*
- *Programming languages learned: Java, C, C#, PHP, HTML, CSS.*

October 2013 – September 2017

- **HaMichlala LeMinhal, Haifa, Israel**

### Microsoft Certified Desktop Support Technician (MCDST).

September 2008 – September 2009



## WORK EXPERIENCE

### Several Roles in K.S.P Computers and Cellular (Haifa, Israel):

September 2016–September 2018

#### • Sales Person

- Consulting, service and selling computers, hardware, cellular and electronic goods to private customers and business.
- Frontal customer service includes handling defective products, customer returns, and complaints.

#### • RMA Dept. assistant

- Receiving and testing faulty goods returned from customers.
- Managing the logistic of the faulty goods once they are shipped back to the company's suppliers.
- Managing the monetary compensation process with the supplier once the damaged goods have been received by the supplier.

#### • Bookkeeping and supervision of branches

- Invoice review – checking the invoices of all branches and correcting errors, guiding the salespeople how to work correctly and report losses and mistakes every day.
- Support for sales personnel – helping sales people using the cash register software.
- Customer credits – Granting financial credits to the Company's customers.
- Absorption and approval of new goods in branches, detection of malfunctions in shipments and detection of lost goods.
- Monitoring cases of violation of procedures and theft at Branches while using security cameras.

### Sales Person, Top Mobile, Nesher (Israel) January 2020–April 2020

- Frontal and telephonic sales and customers service in a cellular shop.
- Selling cellular phones, computers and accessories.
- Customers service for private customers and business (telephonic and frontal).
- Online shop – manage orders, answer customers questions, solving problems and send the products to the customers.

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## ADD'L. EDUCATION

- **DCI, Berlin**

**Orientations course for Hi-Tech**

- *Web development, Online Marketing inc. final projects.*

Januar 2024 – Februar 2024

- **ZeBus Schule, Berlin**

**Deutschkurs für den Beruf - B2 Zertifikat**

April 2023 – December 2023

- **Volkshochschule Spandau, Germany**

**Integration course + German Telc B1**

March 2022 – August 2022



## ARMY SERVICE

- **IDF - Israeli Army, Northern District, Israel**

**Medical Corps**

- *Preparing Presentations (Microsoft Office).*
- *Organizing a schedule of unit commanders.*
- *Responsible for organizing the commander's office.*

February 2008 – February 2009



## VOLUNTARY ACTIVITIES

- **Nahariya Loves Animals Association, Nahariya, Israel**

- *Helping to take care of dogs and cats.*
- *Adoption days.*
- *Donations*
- *Veterinary Assistant at Vet Clinic.*



## WORK EXPERIENCE

**Teacher of computer professions, Lehava, Kiryat Motzkin (Israel)**

**July 2015–September 2015**

Lehava is a project on behalf of the Israeli government aimed at reducing digital gaps in Israeli society.

During the summer vacation, I took part in a project as a teacher.

- Teaching children and adults from different backgrounds and personal problems.
- Providing personal help to people and children with special difficulties such as language difficulties, learning difficulties and other social difficulties.
- The main role was to teach the students how to use the computer and Internet services, including Office software, online government services, basic programming in various programming languages, and the use of the Internet for informational purposes.

**Sales Person and branch manager, G3 Communications solutions (Celltech LTD), Haifa and Tel-Aviv (Israel)**

**May 2014–July 2015**

- Frontal sales and customers service in a cellular shop.
- Selling cellular, accessories and gadgets.
- Customers service - Private customers and business (wholesale shop).
- Worked also with the suppliers of the company - purchasing goods and returning damaged goods, receiving refunds from the suppliers.
- Managing the Haifa branch includes managing 3 employees, ordering goods, managing returns of goods and returns from customers, providing service to private and business customers and handling complaints through the company's Facebook page.