

## **Liel Robinov – Resume**

### **Contact Information**

Location: Herzliya

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### **Work Experience**

#### **Sonol Gas+ | Customer Service and Back Office Representative**

August 2020 – Present

- Improved collection processes by initiating contact with customers, leading to a reduction in outstanding debts.
- Handled customer inquiries and provided professional support in various matters, contributing to increased customer satisfaction.
- Used Excel and the Bashan system to streamline workflows and improve tracking of inquiries and collections.

### **Skills**

Programming Languages: C#, HTML, CSS , JavaScript

Databases: SQL

Tools: Basic Excel, Git

Additional Skills: Customer service, working under pressure, problem-solving

### **Languages**

English (good level)

Hebrew (native)

### **Education**

- B.A. in Business Administration with a specialization in Information Systems  
Ruppin Academic Center | Expected Graduation: 2026
- Full Matriculation Certificate | Hadera High School

### **Military Service**

Recruitment and Accompaniment NCO (G.L.) | Human Resources Corps

Tel HaShomer Base | 2019 – 2021 | Discharge Rank: Sergeant

#### **Telephone Service Representative – Meitav (2019–2020):**

- Retrieved data from the ERP-SAP system for daily tasks and to provide support to candidates for military service.
- Worked with the 365 Dynamics CRM system for tracking and personalized service.
- Delivered professional, courteous, and efficient customer service.

#### **Digital Service Representative – Meitav (2020–2021):**

- Used ERP-SAP and CRM systems to extract relevant information.
- Worked with the multi-channel communication system twenty-7WIZ.
- Managed email correspondence, analyzed requests, and provided accurate and service-oriented responses.