MENACHEM BINYAMIN MAROTHI

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Dedicated and enthusiastic support and service agent with a strong customer service focus, aiming to leverage skills and experience in providing exceptional communication and technical services. Seeking a full-time position to contribute to a dynamic team environment.

Professional Experience

❖ **Customer Support Agent | MediaCrush**
April 2024 - **Present**
- Consistent maintenance of a polite and professional demeanor fostering positive customer relationships and upholding the company's reputation for excellent service.

❖ **Sales Development Representative | Indigo Ltd**
June 2022 - June 2023
- Managed inbound and outbound customer communications with professionalism and courtesy.
- Utilized company tools and acquired knowledge to deliver effective customer support.
- Consistently maintained a positive attitude and high energy, collaborating effectively with team members.

❖ **Sales Development Representative | CAIC**
June 2021 - June 2022
- Conducted customer interactions to ensure satisfaction and resolve inquiries.
- Demonstrated excellent interpersonal skills and a strong commitment to providing top-tier service.

❖ **Combat Soldier | IDF**
April 2018 - April 2021
- Developed strong communication and teamwork abilities in high-pressure environments.

Education and Certifications

❖ **Software Development | Developers Institute**
June 2023 - **Present**
- Full Stack web/app Developer

❖ **101 Technical Support | Aqua Security**
2021
- Windows, Linux, Docker, Kubernetes, Basic networking and cyber security concepts.

Social work

❖ **Volunteer English Tutor & Counselor | Jerusalem - Community Policing Center**
2017
- Provided tutoring and counseling for challenged Israeli teenagers, fostering their development and growth.

Skills

❖ Tech-savvy with a positive approach to learning new technologies
❖ Strong customer service orientation
❖ Telemarketing - interpersonal communications
❖ Proficiency in - **HTML5-CSS3-Bootstrap-JavaScript-Node.js-PostgreSQL-TypeScript-MicroSoft Excel**

Languages

❖ **English -** Native
❖ **Hebrew -** Fluent