

Narmeen Massalha

Tagore 53 Apt.3
Tel Aviv,
+972509606101

Narmeenmassalha4975@gmail.com

EXPERIENCE

IBI – Investment House LTD, *Customer success and stock trader*

Apr 2016 – Sep 2019

- Given a tax explanation on options plan field for clients from different technological companies such as Wix and Intel.
- A direct trader on Tel Aviv stock exchange.
- Communicated with stockbrokers via telephone and email.
- Comprehensive understanding of Capital regulations.

Isracard credit card company, *Customer Service Representative*

Sep 2015 – Mar 2016

- Handle customer inquiries, complaints, billing questions, and payment extension/service requests.
- Calm angry callers, repair trust, locate resources for problem resolution, and design best-option solutions.

EDUCATION

Universitat de Barcelona, Spain — *Master of digital transformation and leadership*

Sep 2019 – Jun 2020

Digital Transformation Strategies, Security, IT Management, Change Management, and Human Resources in the Digital Era, Data-Driven Business, Agile and Scrum, Disruptive Technologies, Lean Management, Modern Finance, Digital Marketing, Legal Tech, and Entrepreneurship.

Tel Aviv University, Israel — *B.A. degree in Economics and Management*

Oct 2013 – Apr 2016

COURSES

Le wagon Bootcamp, Tel Aviv — *Full-Stack Web Developer*

Sep 2019 – Jun 2020

9-week intensive coding boot camp learning HTML, CSS, Bootstrap, JavaScript ES2015, jQuery, SQL, git, GitHub, Heroku and Ruby on Rails.

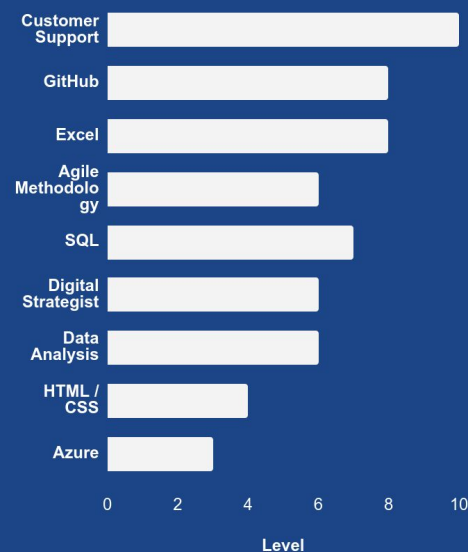
PROJECTS

- Rails prototype of Budgetly app – www.Budgetly.com
- Digital transformation plan for Lab. Duran Bellido
[digital transformation plan](#)

Links

[Linkedin](#), [GitHub](#)

Skills



Languages

Arabic, Hebrew, English

Hobbies

