

NICOLE SZWARCBERG

CONTACT

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SKILLS

Detail Oriented	HTML - CSS
Communication	Programing
Multitasking	Time Management
JavaScript	

LANGUAGES

Spanish	Native
Portuguese	Native
English	Full working proficiency
Hebrew	Basic

WORK EXPERIENCE

2023 - 2024

Customer Service Agent - eToro

- Resolved client inquiries and technical issues using CRM, enhancing customer satisfaction across Spanish and English support channels.
- Managed documentation verification, deposits, and withdrawals, ensuring compliance with internal policies and regulatory standards.
- Provided personalized support to VIP Spanish-speaking clients, strengthening client relationships and boosting retention.
- Tools : Salesforce, Jira, Microsoft Office.

2021 - 2023

Community Manager and Web Designer

- Managed the brand's social media presence, responded to customer inquiries and order requests, and maintained daily engagement with the online community.
- Led influencer marketing campaigns and coordinated photoshoots and special promotions to boost visibility and sales.
- Designed and launched the business's website, showcasing the full product catalog and improving the customer experience.

EDUCATION

2021

UX/UI Designer - Google Professional Certificate.

2025

Full Stack Web Developer, Python and JavaScript program - Developers Institute.