

## CAREER PROFILE

- A few years in the Insurance industry, spanning from Customer Service to working on the core systems of the company.
- A former Senior Customers Service Rep. and a Senior Public Inquiries Coordinator.
- A team player, organized, service oriented, with high self-learning capabilities, excellent interpersonal skills, and comprehensive systemic vision.
- A fast learner, career oriented, looking for long-term growth

## EXPERIENCES

Business Constitution Developer 2023 - Present  
Menora Mivtachim Insurance Company, Israel

- **Business Constitution** - Building and maintaining the business constitution system, which is a system that holds all the rules and regulations that goes into every policy.
- **Training/Mentoring** - Training and mentoring new joiners into the team, teaching them the systems, processes and the culture of the company.
- **New Products Development** - Building new products from scratch, with a focus on the business constitution system, and the integration with the rest of the system, taking into account the UI/UX.
- **Legacy System Maintenance** - Maintenance and fixing the legacy BC code, which is a monolith part of the system built in the early 1980s.

Senior Customers Service Representative 2021 - 2023  
Menora Mivtachim Insurance Company, Israel

- **Customers Service** - Providing the customers with the best service, and solving their issues and complaints.
- **Training/Mentoring** - Training and mentoring new joiners into the team, teaching them the systems, processes and the culture of the company.
- **\*\*Public Inquiries \*\*** - Coordinating with the customers to solve their issues and complaints, and to provide them with the best service.
- **Internal Inquiries** - Coordinating with the internal departments to solve their issues and complaints, and to provide them with the best service.
- **New Workflow Protocol** - Coordinating with the management to create a new workflow protocol for the customers service team, and to provide them with the best training and support.

Senior Public Inquiries Coordinator 2020 - 2021  
Menora Mivtachim Insurance Company, Israel

- **Public Inquiries** - Coordinating with the customers to solve their issues and complaints, and to provide them with the best service.
- **Training/Mentoring** - Training and mentoring new joiners into the team, teaching them the systems, processes and the culture of the company.
- **Internal Inquiries** - Coordinating with the internal departments to solve their issues and complaints, and to provide them with the best service.
- **New Workflow Protocol** - Coordinating with the management to create a new workflow protocol for the customers service team, and to provide them with the best training and support.

## PROJECTS

Some projects I've worked on over the years

Snow HQ - Full CRM system designed towards individuals and small businesses. - WIP

Clothest - A simple to use online wardrobe management system. - not running anymore, Made with React and Express.JS

Reddit Client - Reddit client - not running anymore, made with React to test myself

Portfolio site - Simple, static, front-end only page, made to represent myself

## SKILLS & PROFICIENCY



# Omri Jukin

Electrical Practical Engineer, Full Stack Developer With a Passion For UI/UX

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Omri-Jukin

Resume PDF

## LANGUAGES

Hebrew (Native)

English (Very Good)

## PROGRAMMING LANGUAGES

TypeScript (Proficient)

JavaScript (Proficient)

## INTERESTS

Doing Magic

Gaming

Stargazing

Programming