

## **Hadar Hadad**

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### **Professional Summary**

Dynamic and results-driven professional with extensive experience in sales operations, customer relationship management, and project coordination. Known for building strong client partnerships, driving operational excellence, and leading cross-functional teams to achieve organizational goals. Recognized for a proactive approach, exceptional organizational skills, and the ability to deliver impactful solutions in fast-paced environments. Committed to fostering client success through tailored solutions, strategic planning, and a deep understanding of business needs.

### **Core Competencies**

- Customer Relationship Management & Success Strategy
- Cross-Functional Collaboration & Team Leadership
- Client Retention & Communications Skill
- SaaS & Technology Integration
- Negotiation & Stakeholder Engagement
- Sales Operations & Salesforce Expertise

### **Professional Experience**

#### **Sales Operations Leader & Sales Manager**

Vidisco | 2021 – 2024

- Managed end-to-end operational processes, ensuring seamless execution of client orders, payments, and project delivery.
- Strengthened customer satisfaction through strategic collaboration with cross-functional teams and external partners.
- Designed and implemented team-building initiatives, improving interdepartmental collaboration and productivity.
- Directed local and international event support, showcasing expertise in planning and execution.
- Facilitated onboarding and training programs, fostering high-performing, cohesive teams.
- Proactively identified and engaged potential leads, driving business growth and expanding the client base.
- Maintained strong relationships with B2B clients across Israel, managing the entire customer lifecycle from initial contact to post-installation satisfaction.
- Partnered with technical teams to ensure timely and successful installation of systems, meeting and exceeding client expectations.

## **Sales Fulfillment and Support Service**

XMPie | 2011 – 2021

- Spearheaded customer order fulfillment, ensuring accuracy and efficiency using Salesforce CRM.
- Drove SaaS renewal initiatives, delivering actionable insights to senior management.
- Resolved customer challenges by partnering with internal stakeholders to enhance client experiences.
- Played a key role in HR support processes, bridging operational and personnel needs effectively.

## **Education**

B.A. in Social Sciences (Sociology & Human Resources)

Ariel University | 2006 – 2009

Excel for Business Course -Maof | 2024

## **Technical Proficiency**

- Advanced skills in Microsoft Office Suite (Word, Excel, Outlook)
- Proficient in Canva for creating presentations and visual designs
- Expertise in CRM tools like Salesforce

## **Languages**

- Hebrew: Native
- English: Professional Proficiency