

DETAILS

Driving license

Full

Nationality

Israeli

Date / Place of birth

07061993

Kazakhstan

PROFILE

- Versatile Customer Service and Sales Professional with a solid track record in CRM implementation, leveraging JavaScript and automation tools like Integromat to enhance operational efficiencies. Demonstrated expertise in sales growth, customer satisfaction, and technical problem-solving, underpinned by a proactive approach to learning new technologies and systems. Combines management experience with a positive attitude and a commitment to excellence, ready to drive success in dynamic and challenging environments

EMPLOYMENT HISTORY

CRM Implementation Specialist, rewire-solutions, Ness Ziona

JANUARY 2023 – PRESENT

- Led the implementation of CRM systems to streamline customer interactions and enhance service quality, ensuring alignment with business objectives.
- Utilized JavaScript for custom solutions development, improving CRM functionality and user experience.
- Integrated third-party applications such as Integromat/make for automation, significantly reducing manual processes and increasing operational efficiency.
- Collaborated with cross-functional teams to identify automation opportunities, developing and implementing solutions that resulted in increased productivity and customer satisfaction.
- Provided training and support to staff on new systems and processes, ensuring smooth adoption and minimal disruption to business operations.

Customer service and sales, Albar / Europcar, Natbag Airport

APRIL 2019 – JANUARY 2023

- Service and sales representative
- Addressing and treating existing customers
- Sale of insurance and vehicles
- Dealing with customers
- Dealing with vehicle issues

Shift Supervisor, Quality Air Services (QAS), Natbag Airport

DECEMBER 2017 – APRIL 2019

- Team management of land stewards

- Check-in process management
- Sale of favorite seats
- Boarding process management
- Dealing with problems during the Check-in process
- Responsibility of customer satisfaction

Call Center Representative, Bank Leumi, Rishon LeZion

AUGUST 2016 – NOVEMBER 2017

- Providing telephone service for incoming calls on a variety of banking topics to all Bank customers
- Providing response and handling customer inquiries
- Understanding customer needs and adjusting banking solutions accordingly
- Making initiated sales calls
- Punctuality In service and sales goals

EDUCATION

Full Stack Developer, HackerU, Remote

JUNE 2023 – PRESENT

Bagrut certificate, Wizo, Rishon Leziyyon

JUNE 2011 – JUNE 2011

SKILLS

Creativity

Problem Solving

Fast Learner

Communication

Microsoft Office

Customer Service

Management

Teamwork

Ability to Multitask

Computer Skills

Ability to Work in a Team

Ability to Work Under Pressure

Communication Skills

LANGUAGES

Hebrew



Russian



English



REFERENCES

References available upon request