


CUSTOMER SUCCESS MANAGER

Ramat Gan 

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[LinkedIn](#) 

HAGAI TYK

- 6+ years' experience in customer service, working with executives, coordinating between a variety of interfaces and process monitoring.
- Excellent verbal and written skills with strong communication, presentation and inter personal skills with proven experience in a direct client-facing role.
- Customer service and technical support abilities, strong analytical and problem-solving skills, a high professionalism, with the ability to multi task and self-motivation.
- Ability to work in a dynamic, cross-functional, team-based environment.
- Ability to lead and motivate, develop and create solutions to complex problem and manage multiple initiatives simultaneously.
- Team development and employee motivation, managing work teams metrically, out of the box thinking and autodidactic.



COMPUTER SKILLS

Proficient in all Office programs, Outlook, Excel, priority ERP, Linux and Python. Skilled in Arc Map GIS and Amadeus CM.



EXPERIENCE

Account manager | T.C.M Digital

2020

- Responsible for the Revenue and Profit performance of specific retail customer accounts
- Increase sales, profit and margins utilizing e-Commerce platform and technology
- Identify opportunities to optimize existing processes and recommend new ones
- Develop retailer-specific strategies to grow share of the retailer business within new and existing categories
- Maintain relationships with key members of the retail buying teams through meetings
- Coordinate with the Digital Marketing team to support Retail Accounts
- Analyze monthly results across accounts and submit monthly sales summaries

Customer service manager | ELAL Israel Airlines Ltd.

2014-2019

- Customer service representative responsible of the check-in and boarding process
- Provide high level of customer service and answer customer inquiries by engaging and using effective interpersonal skills
- Conducted functional training and provided ongoing guidance and support new recruited attendants.
- Manage boarding process and coordinate with a variety of interfaces simultaneously
- Real time coordination of aircrews, suppliers, mechanics, security and logistics departments.
- Function assertively in an agile-dynamic working environment with attention to details
- Identified and resolved process issues to encourage smoother procedures and efficient workflow
- Supervised and led employees to high performance levels during boarding process
- Providing solutions and managing crisis events as strikes, flight delays and flight cancellations.
- Dealing with real time problems and finding ad hoc solutions.

Trainer & TSA Supervisor | ELAL Israel Airlines Ltd.

- Provide professional assistance and guidance to all parties during shifts
- Supervise all flights to the U.S according to Transportation Security Administration
- Train and develop new hires to drive efficient performance by teaching key skills and procedures
- Increase efficiency, productivity and performance of new hires by company policies
- Provide training and feedback to new recruited Passengers Service attendants
- Complied with safety and hazardous material handling, storage regulatory requirements and internal procedures affecting business operations.



EDUCATION

Diploma – Information Security and Cyber Warfare
John Brice College

2019-2020



MILITARY SERVICE

Combat Engineering, Israeli Combat Engineering Corps, IDF

2008-2011



LANGUAGES

Hebrew- mother tongue

Spanish- mother tongue

English- fluent

*Recommendations will be provided upon request