
CORE SKILLS & COMPETENCIES

Computer: MS Excel, MS Word, MS Powerpoint, MS Outlook, Google Apps, WordPress, FTP
Programming Languages: SQL, Java, Python, Ruby, JavaScript, HTML, CSS, C++, Assembly
Professional: Customer Service, Technical Support, Sales, On Boarding, QA, Data Analysis, Management.

WORK EXPERIENCE:

CENTIRO SOLUTIONS

Boston, MA

Application Specialist

2017 - Present

- US-based engineer troubleshooting and resolving all customer inquiries globally
- Conducting software implementation for VP Clients, as well as being escalation point during Go-Lives
- Performing Quality Assurance reviews to ensure products processes and systems effectively meets client expectations
- Collaborating with global teams to meet SLA of incident management queue with utilization of SQL and remote applications
- Routinely lead weekly meetings to present trend analysis reports and proactively recommend pre-emptive measures for platform stability and incident reduction
- Documenting and logging technical manuals to establish a knowledge base for internal and external education
- Provide on-boarding and mentoring new employees

SEEKING ALPHA

Tel Aviv, Israel

Junior Product Manager

2015 - 2017

- Managed Customer Support and QA for both Core and Mobile products.
- Processed customer feedback and wrote test plans for all upcoming features.
- Decreased the management team's planning time by 30% with the centralization and quantification of all incoming user feedback.
- Lowered support response time to under 24 hours by creating a work funnel for managing all inquiries in the company's inboxes and feedback forum.

BEYOND STORES

Jerusalem, Israel

Customer Service/Sales Agent

2014 - 2015

- Maximized the company's profit margin by maximizing sales, ensuring customer satisfaction, and preventing order cancellations from delays and item damages.
- Achieved company's highest sales award for two consecutive months.
- Processed over 50 customer inquiries and tickets per day.

EDUCATION:

Boston University

Boston, MA

Certificate in Computer Science

Expected Graduation: Fall 2019

University of Maryland,

College Park, MD

*BA Economics, **Magna Cum Laude***

2011

Honors: *Phi Beta Kappa Honour Society, Distinguished Scholar in Economics*