**FIDA SHNAKHER**

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**WORK EXPERIENCE**

Bug Multi-system March 2011 – January 2021 Herzliyya

**Operation associate**

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| * Customer service – providing solutions for customers problems. * Frontal sales – creating a lighter, more pleasant experience when purchasing a new product. * Technical support – analyzing & explaining proper product use to customers on the spot. |

**Assistant manager**

* Preparing new workers coming into the staff.
* Strategizing solutions for arising problem on the spot, for example: a product malfunction.
* Creating new different approaches to sealing deals depending on the situation.

**SKILLS & INTERESTS**

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| • Sales methodology focus.  • Focusing on the small details especially the ones that can solve a bigger problem.  • Collaborating with challenging projects which can enhance my self-education on position level.  • Passion for people & excellent communication skill. |

**LANGUAGES**

* Fluent in English.
* Fluent in Hebrew.
* Arabic.

**PROGRAMS**

* Microsoft office.
* SAP.
* FRS.
* CRM.