Idan Kario

SHIFT MANAGER

Details

0543045133

idankario@gmail.com

Skills

Computer Skills

HTML5 jQuery javascript

Python C C++ Java

Microsoft Office

Languages

English

Hebrew

Employment History

Shift Manager, Bank Igud, Lod
2019 - 2020

Management of 45 telephone bank representatives, team leaders and senior representatives.

- Handling banking center malfunctions
- Analysis of information in the bank and establishment them onto graphs in exel for board meetings.
- Streamlining existing work processes
- Lowering waiting times from 1 hour to 6 minutes
- Establish a weekly work arrangement for the representatives

Shift Manager, Partner, Petah Tikva
2017 - 2018

Managing 30 service and sales representatives and senior representatives of Partner Partner Technical Support Center

- Create a hyper link for the representatives to improve the service delivery and sales procedures.
- Perform briefings before each shift to improve the level of service and sales capabilities of the employees

Army-Armored Corps-loader-signaler, Army, ramat hagolan
2006 - 2009

Education

16 Hours Academic Management Course, Partner
2018

Leadership management, conflict management, time management, employee interviews, employee enjoyment

Computer Engineering, Shenkar School of Engineering & Design, Ramat Gan
2018 - 2020

Full matriculation, Nesher High School, Nesher
2003 - 2006

Courses

Software Engineering student 3 year , shenkar
2018 -2020

Manageent - Academic course in Partner
2017

Profile

A serious person, seeking to improve the teams' effectiveness at work.

Spend extra time and effort to make templates for service delivery and sales procedures for worker to make the service\sale be more effectively and fast.

A team player who want to improve the team motivation for their succeed.