MARTA PINEDA





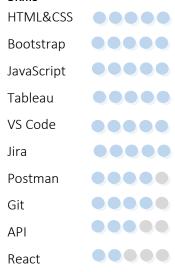
PROFILE

Details

053-333-7593

marta.pineda.g@gmail.com

Skills



Languages

Spanish	
English	
Hebrew	

Coding projects

- : Porfolio
- :. Real Time Weather App (API)
- :. Simple Landing page

to grow personally and professionally. I am passionate about what I am committed to. PROFESSIONAL EXPERIENCE



MOOVIT, Tel Aviv, IL | Operations Manager

Nov 2019 - present

- :. Managing markets in 3 countries (Spain, Portugal & Serbia)
- .. App translations, localization, user communication and support (Zendesk).
- ... Manage KPIs to ensure CSAT levels, resurrection rates, customer satisfaction, churn users and map the tools to bring the numbers up.

I'm an ambitious person; mature, with over 8 years in Operations. Experienced and effective

Operations Manager, bringing forth valuable industry experience and a passion for

management. Results oriented with a proven track record of improving overall operations

within a company or department. Adept in analytical thinking, strategic planning, leadership, and management of staff and procedures. I am a team player and keen to feel that my job is making an impact on someone else's life. Always in the pursuit of new challenges that allow me

- .. Deep close relationships with local community of users to excelling the information provided and increase engagement.
- :. Working closely with the Delivery Team, R&D and sales team through Jira flows (epics, sprints, issues) to ensure an excellent performance of the app, testing new tools and scripts before providing to our clients; punctual delivery of high-quality products and services.
- :. Involved with the project management team to deliver to client B2B. Leading the project and the people involved, set ETAs for each task, ensuring the correct and on-time delivery to our clients.



$\textbf{ELSEVIER,} \ \mathsf{Madrid}, \ \mathsf{SP} \ | \ \mathbf{Operations} \ \& \ \mathsf{Office} \ \mathsf{Management}$

Jan 2017 - Aug 2019

- ... Responsible of the front office reception, administration and management duties. Successfully led all day operational aspects in the Facilities Dpt.
- :. Transportation and accommodation bookings for executives.
- :. As part of the Facilities Department, implementing and maintaining procedures/office administrative systems
- :. Phone assistance to clients and buyers of the products
- ... Managing company events and conferences (~250 px)
- :. Managed and evaluated workflow and productivity, making changes where necessary



OTHER RELEVANT EXPERIENCE

.. Since very Young age (18 years old), I've been volunteering with several non-profit organizations, mostly focus on children at risk. On a weekly basis going to the center to help them with school homework, family matters, personal issues, etc.

EDUCATION

- :. Front-end developer > SheCodes | 2021
- :. MS Hotel Managment > ESDEN Business School, Madrid, Spain | 2019
- :. BA Pedagogy > University Complutense, Madrid, Spain | 2014