



## PROFILE

### Details

+972 053-333-7593

[marta.pineda.g@gmail.com](mailto:marta.pineda.g@gmail.com)

### Skills

HTML&CSS	<div><div></div><div></div><div></div><div></div><div></div></div>
Bootstrap	<div><div></div><div></div><div></div><div></div><div></div></div>
JavaScript	<div><div></div><div></div><div></div><div></div><div></div></div>
Tableau	<div><div></div><div></div><div></div><div></div><div></div></div>
VSCode	<div><div></div><div></div><div></div><div></div><div></div></div>
Jira	<div><div></div><div></div><div></div><div></div><div></div></div>
Postman	<div><div></div><div></div><div></div><div></div><div></div></div>
Github	<div><div></div><div></div><div></div><div></div><div></div></div>
API	<div><div></div><div></div><div></div><div></div><div></div></div>
React	<div><div></div><div></div><div></div><div></div><div></div></div>

### Languages

Spanish	<div><div></div><div></div><div></div><div></div><div></div></div>
English	<div><div></div><div></div><div></div><div></div><div></div></div>
Hebrew	<div><div></div><div></div><div></div><div></div><div></div></div>

### Coding projects

- ∴ [Portfolio](#)
- ∴ [Real Time Weather App \(API\)](#)
- ∴ [Simple Landing page](#)

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 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.
- ∴ 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.



**ELSEVIER, Madrid, SP | Operations & Office 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 Management** > ESDEN Business School, Madrid, Spain | 2019
- ∴ **BA Pedagogy** > University Complutense, Madrid, Spain | 2014