

MARTA PINEDA

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MOOVIT, IL Operations Manager

Tel Aviv, IL
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 technical department, R&D and sales team to ensure the best performance of the app and provide our clients the best experience; punctual delivery of high-quality products and services.
- ∴ Involved with the project management team to deliver to client B2B. Organize the project and the people involved, set ETAs for each task, ensuring the correct and on-time delivery to our clients.



ELSEVIER Office Management

Madrid, SP
Feb 2017 - Aug2019

- ∴ Responsible of the front office reception, administration and management duties.
- ∴ 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)

OTHER RELEVANT EXPERIENCE



AVENTURA 2000 S.L. Volunteer

Madrid, SP
2008 - Aug2019

- ∴ 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.

SKILLS



- ∴ I'm an ambitious person; mature, with over 8 years of work and volunteering experience in several roles, environments and countries. I am team player and love to feel that my job is making an impact on someone else. I am always in the pursuit of new challenges that allow me to grow personally and professionally.
- ∴ I believe the learning path is never over and that's why I enroll into learning coding in the last months. I am passionate with what I am committed, skilled at collaborating to build successful projects.

EDUCATION



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