

Details

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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>
Excel	<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, English, Hebrew
(intermediate)

Coding projects

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



PROFILE

- ∴ I'm an ambitious person; mature, with over 8 years of work and volunteering experience in several roles, environments and countries. I am a team player and love to feel that my job is making an impact on someone else's life. I 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 technical department, R&D and sales team through Jira flows (epics, sprints, issues) to ensure an excellent 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, Madrid, SP | Office Management
Jan 2017 – Aug 2019

- ∴ 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

- ∴ 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