



OVERVIEW

Project management, Operation and Customer Success with experience in Tourism Field. Internationally experienced with strong interpersonal skills, research capabilities and Client's Relations. High managerial Service-oriented capacity, fast learner, high motivation, team player, multitasking and addicted to the mission. Looking for new opportunities to challenge my previous experience in the Tourism field, as Operation/Purchasing manager or Customer Success Manager.

WORK EXPERIENCE

2022 – 2024: Senior Groups Operator – Tlalim Group/Authentic Israel/ Authentic Europe:

- Developed and executed custom tailor-made itineraries in Israel and in Europe for diverse client needs such as VIP and luxury groups, Youth groups, Educational Organizations and Business groups, ensuring travel experiences and success.
- Coordinated logistics, including transportation, accommodations, meals, activities and manage field team, to guarantee smooth tour operations according to the client's need and budget. Solving real time problems with creativity.
- Managed client inquiries, provided destination expertise, and resolved issues to enhance customer satisfaction. Working with the client to build a unique project for the group/ organization needs (mainly with North America and Europe clients).
- Established strong relationships with hotels, transportation providers, and local guides to ensure quality services and negotiate for the best offer to increase the company's income. Exploring new destinations for groups and building new projects with new suppliers.
- Managed project budgets, timelines, and resources to achieve successful outcomes for the projects. Conducted post-project evaluations to identify areas for improvement and implement lessons learned in future projects.
- Collaborated closely with the Operations team to integrate comprehensive operational insights into sales proposals and coordinate with the Accounting Department to facilitate payments for diverse suppliers across Israel and throughout Europe.
- Working with MYT – Manage Your Trip, CRM system for build itineraries, entering and issue invoices for the clients and paying suppliers, build costing and registering participants. Using Cloud Software – SharePoint for centralizing all Data and Pricing.

2020 – 2021: Community Relations Manager - CRTG-EEB - China Railway Tunnel Group, Red Line Systems:

- Supervised coordination between the Chinese contractor and the Tel Aviv Light Train projects aspects regarding public and community needs.
- Created a methodology for increasing client's cooperation and maintaining relationships for increasing economic feasibility for the Project: **Coordinated between contractor and municipalities, residents, business owners** to maintain stakeholders' investment interests and portfolios with the company.
- Mitigated construction, public and legal risks, and crises to prevent delays in project deadlines: **Organized municipality-level community meetings** for aligning construction schedules, transit, and traffic impacts for reducing uncertainties and influence public opinion.
- Managed and coordinated visits of different authorities and stakeholders in the light train sites, as part of public relations.

2017– 2020: Security Officer – Israeli Ministry of Foreign affairs, EL AL Israeli Airlines, Beijing, China:

- Responsible for the passenger's safety and boarding procedure, Collaborated with Chinese authorities at the operational level.
- Communicated with passengers in service-oriented for client's satisfaction, including service for VIP clients.
- In charge of security for Cargo Transportation; included coordination and information gathering from clients and commodity suppliers.

2014– 2016: Salesmen & Customer Services Coordinator, Duty Free "James Richardson":

- Increased customer sales by tailoring relevant products to customer's interests and needs.

EDUCATION

2023-Current – M.B.A Student – Specialization in Finance – The College of Management Academic Studies, Rishon LeZion.

2014-2017 - B.A. Asian Studies (major Chinese) & Political Science – The Hebrew University of Jerusalem.

2016 – Chinese Language & Culture Summer Semester – Peking University, Beijing, China.

VOLUNTEER / INTERNSHIPS

2016-2017 – Internship of Marketing & Delegations Coordinator – Israel-Asia Chamber of Commerce.

2015-2017 – Prime Minister's Office, "Tafnit Project" – Israeli student's advocacy for Israel.

2015-2016 – Internship of Assistant to MP Meir Cohen – The Israeli Parliament "The Knesset" in Jerusalem.

SKILLS

Computer skills: Full proficiency in Office computer skills, specifically in Microsoft Office, Microsoft Excel advance course. Full proficiency in MYT – Manage you Trip CRM system, experience with Monday.

Language Skills: **Hebrew:** Native speaker **English:** Professional Working Proficiency **Chinese:** Basic level (HSK 4 Level).

IDF

2008-2011: Senior Weapons Expert, Sa'ar 4 Class Frigate; First Sergeant, Israeli Navy

- Certified to supervise weapon and ammunition training and maintenance. Awarded Certificate for Highest Score in Sergeant Exams.

***Recommendation will be provided upon request.**