

I'm a seasoned Customer Operations Manager experienced in procurement processes, customer and supplier management, and back-office operations. I've monitored deliveries, sourced suppliers, and, most importantly, managed negotiations. My skills have consistently led to profitable outcomes.

WORK EXPERIENCE

2022 – 2024: Operations and Procurement Manager, Cyber Security Company – Radiflow Ltd.

- Managed customer portfolios and worked closely with sales representatives in Israel and worldwide
- Managed customer orders, purchase orders, inventory warehouse, and quarterly and annual production forecasts
- Managed export processes of products in Israel and worldwide
- Managed daily orders, inventory, and reports in the Priority system
- Obtained price quotes from suppliers, negotiated and managed shipping methods to the end customer
- Worked closely with the finance department, generated reports, and approved supplier invoices for payment
- Performed monthly self-audits in Priority and inventory, conducted reconciliations

2019 – 2021: Procurement and Customer Relations Coordinator “Zriha Industries” Ltd:

- Handled major procurement issues in the division, while processing orders for projects and production in China
- Modified injection molds in China: received customer orders, transferring for execution and follow-up at further stages
- Managed customer relations, by providing solutions for logistics issues, delivery times, pricing, quality, and control
- Ongoing work with the team in China and managed the mass-production execution of parts and mold modifications in China

2017 - 2019: Back Office Sales at a Branding and Marketing Company

Sold promotional products, handled advertising, and branded gifts for employees and customers, customization per customer request, providing price quotes

2012 - 2016: Sales Coordinator, Order Clerk, Schindler Nechushtan Elevators Ltd.

- Responsible for order processing from receipt and set up in the system to delivery and arrival at destination
- Management and collection follow-up
- Ongoing work with private and business customers, providing service and updates, quarterly and annual forecasts
- Handled tenders, prepared bills of quantities, wrote price quotes, and coordinating sales meetings
- Created monthly installation schedules and organizing files for the project manager
- Managed and negotiated with subcontractors
- Worked with the procurement department, overseeing the release of goods
- Worked with the engineering department as needed

HADAR SOBELMAN

Customer Operations Manager

PERSONAL DETAILS

054-4464127

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SKILLS

Priority, Office, SAP and S-400 software; Organizational skills, efficiency and agility, service-oriented and assertive, sales-oriented, quick self-learner, excellent interpersonal skills.

Microsoft Office Suite

LANGUAGES

Hebrew- native

English - high proficiency

2010 - 2012: Sales Coordinator and Customer Relations Europe Continent, Perrigo Pharmaceutical

Industries

- Responsible for processing orders for two main products
- Production planning and supply according to quarterly forecasts, ran orders in the factory and set timelines
- Handled design issues and collected payments from overseas customers

2009 - 2010: Procurement and Import Coordinator, Systematics Ltd.

- Overall order management with organizational entities until delivery to customers (engineering companies)
- Management, execution of purchase orders, supplier price lists, execution and monthly control of Invoice approval

2002 - 2009: Logistics, Procurement Manager and Personal Assistant to the CEO at a Hi-Tech company

- Administrative management, responsibility for logistics processes, and order management from receipt to delivery
- Managed supplier relations in computing and internet, cellular, automotive, office equipment, and more
- Managed import-export processes, working with customs brokers and forwarders
- Marketed and sold to overseas customers and distribution marketing materials, price quotes

EDUCATION AND COURSES

- 2004-2009: B.A. degree in Psychology and Education, Open University (with honors)
- 2007: Procurement and Logistics Management, Certificate studies

MILITARY SERVICE

Israeli Air Force – Aerial Photo Interpretation Unit

Personal Assistant to three senior commanders with Top Secret security clearance

*Reference will be given upon request