

**EDUCATION****Reichman University | Herzliya, Israel | BA****2017-2020**

Dual degree in Government and Sustainability, majoring in Global Affairs, Conflict Resolution and Environmental Planning

**Pontifical Catholic University (PUC) | Rio De Janeiro, Brazil | Student Exchange****2019-2020**

Specialized in Business and International Negotiations with a focus on South American culture

**PROFESSIONAL EXPERIENCES****Tesla | Netanya, Israel | Sales Specialist****Feb 2024-present**

- Became a trusted expert on Tesla vehicles and cutting-edge technologies, consistently staying ahead of industry trends to provide the latest insights to customers.
- Delivered customized and compelling presentations on the benefits of Tesla ownership, including environmental impact, cost savings on charging and maintenance, and the unparalleled driving experience.
- Skilfully guided customers through every step of the sales journey, from financing options and trade-ins to delivery timelines, ensuring a smooth and informed purchase experience.
- Maintained meticulous and up-to-date customer records in Tesla's CRM system, ensuring data accuracy and seamless follow-up.
- Worked closely with a dynamic team to achieve and exceed sales targets, embodying the spirit of teamwork and flexibility.
- Actively participated in events to generate new leads and conducted thorough follow-ups to convert potential interest into confirmed sales.
- Upheld Tesla's high standards of excellence by ensuring a pristine and inviting environment, enhancing the overall customer experience.

**Gordon Tours | Tel Aviv, Israel | Business Operations Specialist****2022-2024**

- Excelled in delivering exceptional VIP travel services by meticulously crafting tailor-made itineraries for our esteemed US/EU partners. With a keen eye for detail and a deep understanding of client needs, consistently exceeded expectations and created unforgettable travel experiences.
- Developed and nurtured strong client relationships, cultivating trust and loyalty through personalized attention and exceptional customer service. Achieved an impressive average of high-value sales per trip booked, underscoring expertise in managing substantial budgets and consistently delivering exceptional value, resulting in a substantial volume of repeat business.
- Successfully negotiated competitive rates with a wide range of suppliers, including hotels, transportation services, restaurants, unique venues and other high-end venues. By researching and presenting the best available options, consistently provided clients with unparalleled value and memorable experiences.
- Demonstrated expertise in managing tour finances and budgets, ensuring financial accuracy and transparency throughout the entire process. Meticulously handled payment transactions, accounting for every detail, and maximizing profitability for each tour.
- Proven ability to handle high-pressure situations and deliver seamless solutions for clients upon their arrival in Israel. Effectively resolved any challenges that arose during tours, ensuring a stress-free and immersive travel experience for VIP clients and groups.
- Constantly sought out new venues and tourist attractions in Israel, Egypt and Jordan, actively exploring and researching to enhance our offerings. By staying ahead of market trends and uncovering unique experiences, consistently provided clients with fresh and remarkable travel options.
- Facilitated seamless communication and collaboration among stakeholders, including executives, vendors, and customers. By aligning project goals with business objectives, contributed to the overall success and growth of the organization including the management of Israel series tours accommodating around 3,000 participants per series.

**SKILLS AND ACHIEVEMENTS**

- Public speaking, Writing and Reading Skills: In many different fields and Subjects in English, Hebrew, French, Dutch, Portuguese (basic), Spanish (basic), and German (basic)
- Computer Skills: Proficient Computer and Technology skills with different programs such as Excel, G4W, Travel booster, Salesforce, Word, PowerPoint, Adobe Premiere Pro, Zendesk, HubSpot, Salesforce and Google Analytics.