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Experience

Experience in Upsell, Cross-sell, customer retention, Customer retention Manager, Call Center Manager, Call Center VP, Payment and Banking Solutions Worldwide. Customer Service and Support, Hr & Recruitment, Sales Cycle, Lead Development

27/02/2017 – 03/01/2023

Account Manager, Prof FX, Israel

Upsell, Cross-sell, customer retention, Payment and Banking Solutions Worldwide, Customer Service and Support, Sales Cycle, Lead Development

My role would be to welcome and initiate clients into Cryptocurrency. Help them understand the benefit of further investing into Crypto's like Bitcoin, Ethereum etc.. as well as overcoming the challenges of buying and selling cryptocurrencies from their country. Maintain and solidify relationships with old and new to build an extensive portfolio of great value. I would also work with other agents and managers to maximize potential sales.

My achievements I would mention are the amount of sales done per month as well as becoming an authority on different countries with which Crypto Exchange a client would need to open to further buy more Crypto. I do hold a few records on monthly deposits for the company.

14/01/2014 – 14/02/2017

Account Manager, Inventiva, Israel

Upsell, Cross-sell, customer retention, Payment and Banking Solutions Worldwide, Customer Service and Support, Sales Cycle, Lead Development

My responsibilities were to increase the investment size of clients and maximize the number of clients in my portfolio. Retain clients old and new and build up my portfolio. I also was made the sales team leader; responsible for training new and existing agents thus allowing me to upsell clients for the company. Worked with almost every country with every bank. Understanding the rules and regulations and what needed to be done to reach a successful outcome.

27/12/2009 – 02/01/2017

RETENTION AGENT, BANC DE BINARY, ISRAEL

Upsell, Cross-sell, customer retention, Customer retention Manager, Call Center Manager, Call Center VP, Payment and Banking Solutions Worldwide. Customer Service and Support, Hr & Recruitment, Sales Cycle, Lead Development

My role was to engage clients old and new and show them how to invest into Binary Options. I also had to retain my clients and grow my portfolio. Teach new agents on how to sell and upsell over the phone.

January 2003 – November 2009

Sales & Product Director, Top Spot Media.inc. South Africa

Local & International Regions.

I worked on many various projects from conception all the way through inception. Every project would mostly be costly, time sensitive and combined with many big and small moving parts.

Since each project was unique and had never been done before, many different aspects from small craft to manufacturing would be involved and all done mostly whilst learning on the go.

The core focus was lithographic & digital printing, with global distribution. But having my company working with media buyers, ad agencies or directly with the brand. It was expected to complete the entire project delivered under budget and before deadline. I believed I honed and developed a lot of b2b & b2c skills as well as working and thriving under pressure no matter what challenges arose. Very grateful this was my first working experience as it gave me everything that I could encounter for the future

Skills

CRM, Office, Adobe Photo Suite, Microsoft Office, Remote Desktop Sharing, Chat via various mediums WhatsApp, Email, Skype, etc...

Education

(FSCA) Financial Sector Conduct Authority in **South Africa**

Administrator in financial planning practices, insurance companies, banks, Investment and retirement funds;

JANUARY 2002 – NOVEMBER 2002, South Africa

BUSINESS MARKETING, ALLENBY BUSINESS SCHOOL

ACCREDITATION in BEHAVIOURAL. communication, linguistics, planning and exhibition.

(NSC) Master of Visual Arts in Photography.

DECEMBER 2000

HIGH SCHOOL DEGREE, KING DAVID HIGH SCHOOL LINKSFEILD JOHANNESBURG

My grades were above average but excelled in Business, History, English, Math and Science.

Also won several awards in Sports for Soccer, Cricket, Rugby and Boxing