

## **ROLANDO NARANJA**

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I have extensive experience and knowledge in the field of management. In my previous duties, I have proven the capabilities of a precursor under the pressure of time and excellent in multitasking , transporting and moving team workers , responsibility and reliability , turn on correct discretion , excellent Interpersonal communication. Optimistic and flexible professional seeking a position to work in the administration of the company to develop more personal and professional skills and to contribute ideas, experiences and knowledge to the company. Considerable skills to work under stressful circumstances and have the ability to adapt fast in different situations.

### **Qualities:**

- Willingness to assist others
- Flexible and versatile individual
- Believes in systematic and collaborative approach
- Excellent multi-tasker
- Management skills in client support
- Outstanding in team building
- Exceptional communication skills in English / Hebrew / Tagalog
- computer proficiency in Microsoft Office - Word and Excel - Google Sheets

### **Employment History:**

**2021-2022 : BlueVoyant / cyber analyst**

**2020-2021 : 015 Hallo / Customer service**

My responsibilities :

- \*Customer acceptance / Customer Service
- \*Incharge of the PBX Cloud business clients
- \*Order equipments Supervisor for the PBX clients
- \*Customer debt billing supervisor

**2015-2019: Neema - Startup - Financial Services / Operation Manager**

Worked for the company for four years. I joined the company in late oct 2015 and after 3 months was promoted to be the branch manager and after a year was promoted to be the operation manager.

My responsibilities :

- \* Order and cleanliness of the branch
- \*Ordering things and general equipment for the branch
- \*Work arrangement of branch employees
- \*Customer acceptance / bank teller
- \*Customer Service and Sales
- \*Recruiting new employees for the branch and company
- \*Training of employees and new employees
- \*In charge of the existing agents. ( 40 agents and 5 business sub agents )
- \*Finding new agents and business locations around israel

\*Raises ideas in board meetings  
\*Collect cash from agents and businesses  
\*financial services

#### **2012 - 2015 : Maharlika / Travel Agent**

My responsibilities :

\*Customer acceptance / Customer Service and Sales / Handling Orders / ticketing

#### **2012 - 2015 : Pikansin / Shift Supervisor**

My responsibilities :

\*Customer acceptance / Customer Service / Pronataly Sales  
\*Work arrangement of branch employees  
\*Cashier / Serving  
\*Rolling sushi rolls

#### **2010 - 2012 : Z-TOV / Sales and Customer Service**

My responsibilities :

\*Sales of mobile phones / calling cards/ accessories / Pronataly Sales

#### **2005 - 2008 : Orange (Partner) / Sales and Customer Service**

My responsibilities :

\*Sales of mobile phones / calling cards/ accessories / Pronataly Sales

#### **2001 - 2005 : Gan ha lotus / waiter**

My responsibilities :

- Ballroom waiter

#### **Military Service :**

#### **2008 - 2010 : Tel Nof Air Force**

Role :

\*Administration

#### **1998 - 2005 :Education**

High school education-partial matriculation in dental technology, ORT Yad Shapira

#### **Workspace & Software :**

WINDOWS, OFFICE, WORD, EXCEL, GOOGLE SHEETS

#### **Languages:**

Hebrew: Excellent in oral and written

Tagalog: Excellent in oral and written

English: Excellent in oral and written

