

# Hely Almagor

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## TECHNICAL SKILLS PROFILE

Microsoft Word, Excel, PowerPoint, Outlook, Wordpress, Google Apps & Analytics, Salesforce CRM, Photoshop, and Social Media Management

## EMPLOYMENT HISTORY

### Locksmith Dispatcher | 2019 – 2023

24/7 Locksmith - USA

- Efficiently managed incoming service requests and dispatching locksmiths to various locations in the surrounding area.
- Maintained clear and effective communication channels with locksmiths in the field, providing necessary information and updates on job assignments.
- Utilized dispatching software and tools to optimize route planning and minimize response times.
- Addressed and resolved any issues or challenges that arose during the dispatching process, maintaining a focus on customer satisfaction.

### Client Portfolio Manager | 2018 – 2019

Manor Insurance & Finance - Israel

- Contacted potential sales leads via phone/email/chat
- Ensured accurate verbal delivery of benefits
- Processed and filed new client payment information in CRM
- Assisted in the scheduling of calls with new/existing clients and underwriters
- Tended to daily client requests and questions from the customer support queue
- Prepared reports on accounts and transactions for tracking of account targets and sales monitoring

### Organ / Piano Teacher | 2015 – 2017

Ramat Gan Music Center - Israel

- Provided individual and group lessons in music theory enrichment and performance specialized in the piano or organ
- Educated beginner to advanced level students in the context of chamber ensemble and orchestral performance setting
- Preparation of musical curriculum while catering to individual needs of students in various performance levels

### Administrative Manager | 2013 – 2015

Bikram Yoga - Israel

- Developed an individualized system of yoga lessons to new clients of all levels
- Ensured proper processing of payments and resolution of payment issues in CRM
- Accurately maintained scheduling and modification of client lessons
- Ensured proper communication of studio specials and promotions to potential and existing clients
- Cared for front end general studio needs, such as upkeep and maintenance

### **English Studies Counselor | 2010 – 2012**

American School for English Studies. – Israel

- Contacted potential sales leads via phone/email in efforts to convert into subscribers
- Conducted research with intention of penetrating new markets and generating new sales leads
- Processed payments and tended to existing support account issues in CRM
- Planned and scheduled individualized studies curriculum tailored to individual student needs

### **EDUCATION**

- Bachelor of Arts College of Management - Israel - 2016
- Personal Wardrobe Sewing, Cutting and Drawing Course - Miriam College- 2014 -2015
- English / Hebrew Mother Tongue Fluency