



Tali Polak

Operations | Customer Service & Partner Support | Administration

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Fluent in English and Hebrew

Snapshot

- **Operations Management** – Create value and increase productivity from within the organization and with external partners, suppliers, and service providers.
- **Customer Service & Support** – Full end-to-end account management and support - from initial customer inquiry until after final delivery of services.

Experience

2022-2023 Office Manager & Paralegal at Tanya Kuchar & Co. Law Offices

- Ongoing administrative management of the office, managing calendars, and scheduling meetings.
- Preparing legal contracts and notary documents including proofreading, translating, scanning, and overall organizing of documents.
- Working closely with third parties such as government, municipalities, banks, etc. and providing support and assistance to the firm's clients in Israel and from abroad.

2016 - 2022 Operations & Projects Manager at Fidelitas Advisory Services

- Responsible for company operations including light bookkeeping, managing customers and suppliers, travel and expense management, etc.
- Directly managed 2 customer projects including service and support.

2014 - 2015 Office Manager at Capital International Investments

- Work directly with the CFO and Managing Partners to ensure smooth and efficient operations throughout the organization and with its portfolio companies.
- Managing schedules, light bookkeeping, travel scheduling, proofreading, logistics planning, as well as handling the commercial relationships with third party service providers.
- Instrumental in ISO certification of the office.

2007 - 2013 Executive Assistant to VP Incoming Business at Ophir Tours

- Helped increase efficiency by streamlining processes with vendors as well as increase performance to help him achieve his goals.
- Communicated with partners, suppliers, and venues on a daily basis to manage expectations and ensure customer satisfaction

2005 - 2007 Office Administrator at I-Com Mobile

- Answering calls, monitoring office operations, scheduling appointments and meetings for senior management, tracking office supply inventory and approving supply orders, assisting office staff in maintaining files and databases, and preparing memorandums, proposals and other correspondence when needed.

Education

1998 - 2002 Hadassah College of Technology - Associate Diploma in Photography & Digital Media

National Service

1995 - 1996 Office Administrator & Guidance Counselor - Ma'ayan Bina Institute (NGO)