

Oshrat Nassi

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PROFESSIONAL PROFILE

Ambitious Travel Coordinator & Customer service Specialist with more than fifteen years of experience in coordinating a variety of events such as business tours and luxury travels .

Excellent in Building and gaining customers loyalty and repeat business by providing excellent customer service to their satisfaction

EXPERIENCE

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|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2019-today | Hadaka ha-90(travel agency)
Team leader at call center
providing support to all travel agents
solving customers issues at real time
Provided personalized quality customer service to every client to suit their needs and build customers loyalty
Establishing and maintaining positive relations with customers,
Destination Management companies (DMCs), vendors and subcontractors |
| 2013-2018 | Israel Electric Corporation
Team leader at 103 call center
Assisting in training new associates, troubleshooting and problem resolution of issues
Supported phone representatives with questions regarding phone calls they are handling.
Communicated with other departments on behalf of customers to resolve customer issues, effectively communicate appropriate charges, company policies, and/or procedures as determined at the time of the call
Learning and training multiple software systems in organization |
| 2012–2013 | Discovery-organized group tours
Head of flights department
Purchasing and negotiating with several flight suppliers
Closing contracts with several airlines |
| 2007–2012 | Hadaka ha-90(travel agency)
IATA agent responsible for ticketing and finding flight tickets
Helping sales representatives finding various routes
Training new agents
Granting fast solutions to daily traveler's problems (ticketing changes, adding additional services etc.) |

MILITARY SERVICE

1996-1998 Operating Combat Hammer
Discharge at Sergeant rank
Driving a hummer vehicle at field exercises
Instructing soldiers with innovative war systems

EDUCATION

2012 Business collage, Tel aviv
International import and export course

2004-2006 Sapir academic college
Sound engineering

1990-1996 Beit-hinuch high school, Jerusalem
Graduated with excellent high school diploma

LANGUAGES

Hebrew Mother Tongue level
English excellent level