

Danni Malka

Remote Client Support | Phone Sales | Customer Success | Operations

danimalka.iag@gmail.com | +972 55 305 9631 | Israel, remote work setup

Languages: English fluent | Danish fluent | French fluent | Hebrew basic



PROFESSIONAL PROFILE

Customer-facing operations and sales professional with 10+ years of experience working with American and North American customers. Skilled in phone communication, client support, sales conversations, team leadership, training, remote work, and online business systems. Practical, organized, comfortable learning new tools quickly, and experienced using AI to improve workflows and solve problems.

KEY SKILLS

US customer communication	Phone sales and objection handling	Inbound support and service recovery
Remote client support	Team training and onboarding	Operations leadership
WordPress websites	Next.js and online tools	AI workflow optimization

PROFESSIONAL EXPERIENCE

Founder | IAG Ukraine | 2017-2022

- Managed customer service and operations for the North American market while leading a team of 55 employees.
- Built and managed operations in Ukraine, showing resilience, adaptability, and cross-cultural leadership.
- Reduced operational costs by 66% by relocating company operations and improving the operating structure.
- Led customer-facing activity, staff management, service standards, and daily operational execution.

COO | QL | 2015-2017

- Supervised 100+ employees and directed daily company operations.
- Supported a business serving 300,000+ yearly clients and managed a budget exceeding \$3 million.
- Improved training programs and employee satisfaction to help reduce turnover.
- Worked closely with support, sales, and operations teams to improve service quality and performance.

Customer Support Manager | QL | 2012-2015

- Managed a team of 10 customer support representatives and maintained high service standards.
- Created and delivered onboarding and training programs for 1,000+ new employees.
- Handled customer communication, problem solving, team coaching, and performance support.

- **Improved support consistency through structured training and hands-on management.**

ADDITIONAL RELEVANT EXPERIENCE

Call Center Trainer | US Locksmith Services Campaign, Philippines | 4-month project

- Trained agents to handle calls from US customers looking for urgent locksmith services.
- Coached agents on call flow, trust-building, professional English phone communication, and objection handling.
- Supported live-call preparation and service quality in a fast-paced, urgent service environment.

Online Business and Client Operations Support | Always Barefoot, Remote US Client Project | Ongoing

- Built and continue to support a website and online business for a US-based client.
- Helped develop an online business now generating over \$10,000 USD per month.
- Support website updates, online tools, content changes, and customer-facing business needs.

Founder | New York Street Food | Jun 2021-Feb 2022

- Founded and managed an entrepreneurial project involving business development, online presence, and operations.

WEBSITES, AI AND TECHNICAL SKILLS

- Built well over 100 WordPress websites and multiple websites in Next.js.
- Use AI tools regularly for coding, workflow organization, content creation, file organization, planning, and problem solving.
- Comfortable with ChatGPT, Codex, Canva, online tools, website operations, CRM-style systems, and digital business workflows.
- Technical stack: TypeScript, JavaScript, HTML, CSS, React, Next.js, Node.js, MongoDB, Express, Tailwind, MUI, Styled Components, SCSS.

EDUCATION

Full Stack Software Development | Masterschool | 2022-2023

- Completed a 12-month learning-by-doing program from JavaScript fundamentals to advanced full-stack development.
- Selected as an exceptional student to lead a team of 10 students.
- Received a Leadership Scholarship for weekly meetings, workshops, and student support.

TARGET ROLES

Remote Client Support | Customer Success | Virtual Administrative Assistant | Phone Sales | Inbound Sales | Appointment Setting | Call Center Training | Website and Online Business Support