MARGARITA OSTROVSKY

Multilingual Customer Support & Client Relations Specialist

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PROFESSIONAL SUMMARY

Multilingual Customer Support and Client Relations Specialist with experience in cross-cultural communication, operational coordination, customer service, and independent problem-solving. Fluent in Russian, with professional working proficiency in English and Mandarin Chinese. Organized and adaptable, with a strong ability to build trust, clarify complex information, coordinate stakeholders, and deliver reliable client support.

CORE COMPETENCIES & TOOLS

Customer Success: Client Relationship Management, Issue Resolution, Multilingual Support, Cross-Cultural Communication
Operations: Workflow Organization, Scheduling & Coordination, Documentation, Vendor Communication, Independent Problem-Solving
Tools: Google Workspace, Microsoft Office Suite, Excel, CRM & Ticketing Workflows, Slack, Trello / Asana

PROFESSIONAL EXPERIENCE

Small Business Owner / Operator, Self-employed | 2024– Present | Haifa, Israel

- Manage day-to-day operations for an independent retail venture, including customer service, order fulfillment, supplier communication, and quality control.
- Handle customer inquiries and complaint resolution while tracking timelines and coordinating orders through delivery.

Operations & Property Coordinator, Self-employed | 2021– 2024 | France

- Coordinated daily operations and service delivery for a residential property, serving as the central contact for residents, vendors, and service providers.
- Resolved operational issues, followed up with contractors, negotiated service details, and maintained organized maintenance documentation.
- Introduced practical workflows that improved organization, accountability, and consistency of property standards.

Client Relations Manager & Language Educator, Self-employed | 2018– 2021 | Haifa, Israel

- Built and maintained long-term relationships with international clients through personalized service, clear communication, and dependable follow-up.
- Explained complex concepts in accessible language and adapted communication to different proficiency levels and individual needs.
- Managed scheduling, lesson planning, progress tracking, and ongoing support for multiple concurrent clients.

International Business Liaison & Interpreter, Self-employed | 2015– 2018 | Israel / China

- Facilitated accurate real-time communication between international stakeholders and Chinese partners, helping resolve technical and logistical misunderstandings.
- Supported cross-cultural client relations and adapted communication strategies to align expectations with project goals.
- Served as a point of contact during supplier and manufacturing visits, addressing operational questions and coordinating next steps.

EDUCATION & CERTIFICATIONS

Chinese Language Studies, University of Haifa | Final year, degree in progress | Haifa, Israel
Google Project Management Certificate, Coursera | In Progress, 3 of 6 courses completed
Coursework includes project initiation, planning, workflow organization, and execution.

LANGUAGES

Russian, Native | **English**, Professional Working Proficiency | **Mandarin Chinese**, Professional Working Proficiency | **Hebrew**, Conversational