



# Orin Ben-Shalom

[Job title]



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Experienced Operations and Client Support Manager I excel in translating complex business demands into streamlined workflows, managing product roadmaps, and leading content and sales teams. I've worked across industries like media and diamonds, developing skills in hiring and training, policy creation, and research.

With a MFA in Literature and Creative Writing, I have over 20 years of experience as a writer and translator (Hebrew/English/Russian) dedicated to delivering precise, culturally relevant, and impactful content. My passion for storytelling and language drives me to help individuals and businesses communicate their messages clearly and effectively.

Let's connect to collaborate, share insights, or explore opportunities for growth and creativity.

## Experience

### 2023 – Today: Freelance Writer & Translator

- Write and translate **marketing, educational, and commercial content.**
- Provide **academic research services** for educational and commercial clients.
- Deliver **precise translations** between Hebrew, English, and Russian.

### 2018-2023: Operations & Projects Manager - The Fancy Color Research Foundation (FCRF)

- Managed SAAS product operations: Defining business models, collaborating with developers, UI/UX designers and data analysts
- Establishes a clear vision and strategy for all operations, crafting protocols for every department, role and task, and implemented a management system for streamlining processes
- Established the organizational service and sales department from scratch  
Customer success: Conducted sales and service calls, client onboarding, instructional video calls for new and

## Skills

- **Project Management Tools:** Monday, Asana, Trello, Jira.
- **Technical Proficiency:** G Suite, MS Office, ChatGPT, Claude, Midjourney.
- **Knowledge Management:** Developing and maintaining information libraries
- **Writing & Translation:** Marketing, educational, and commercial content.
- **Research:** Academic, online, and database research.
- **Content Production:** Managing workflows, scheduling, and budgets.

## Languages

**Hebrew** (Native)

**English** (Fluent/Bilingual)

**Russian** (Mother tongue)



existing clients. Developed a comprehensive business-marketing strategy, implemented a CRM system

- Managed website content: creating, editing and uploading content, conducting professional research and editing professional articles and SM content, creating catalogs, managed design requirements and design team

## 2011 – 2013: Head of Content Operations & Marketing - Newshound Media

- Created content production and scheduling systems
- Managed **marketing campaigns**, customer onboarding, and client relations
- Established the company's **Social Media Department** and wrote monthly newsletters
- Handled **Russian content monitoring, management** and translations.

## Education

- **MFA in Hebrew Literature & Creative Writing**, Ben-Gurion University, 2016-2018
- **BA in Communication & International Relations**, Open University of Israel, 2013-2016
- **Social Media Marketing**, Maof, 2024-2025
- **Start-Up Entrepreneurship**, Maof, 2024
- **Visual Design with AI**, Shenkar College of Engineering, 2023-2024
- **Product Ideation, Design, and Management**, University of Maryland (Coursera), 2022
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