Itzik Ovi

Social Worker and Psychology Graduate | Support, Training and Client Management

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Summary

Social worker with a BA in Social Work and Linguistics and a second BA in Psychology, bringing more than a decade of experience supporting, counseling, treating and training people in diverse and complex life situations. Experience spans psychosocial and vocational assessments, intervention and rehabilitation planning, case management and multi-agency work, group and workshop facilitation, team training and employee onboarding, and managing clients and complex processes in technology-driven and international settings.

Combines strong rapport and trust-building with analytical, systematic thinking: turning complex information into clear guidance, working from data and feedback, and exercising independent judgment under pressure, crisis and uncertainty. Writes at a high level in Hebrew and English (C2), speaks advanced Spanish and learns new systems and technology products quickly. Since 2024, has used AI tools in daily work and in independent projects in research, text analysis, data labeling and learning design.

People-oriented, curious and thorough, with a deep interest in languages, cultures and technology.

Professional Experience

Client Manager

Tammuz Family Surrogacy, Tel Aviv | May 2024 – Feb 2025

- **Process management:** Managed 80+ international surrogacy processes end to end, from intake of the intended parents to the birth, maintaining ongoing contact with each couple and handling complex medical, legal, administrative and emotional aspects; carried a large active caseload in parallel, prioritizing and exercising independent judgment.
- **Coordination and advocacy:** Served as the intended parents' main point of contact: coordinated with clinics and medical, legal and administrative stakeholders in Israel and abroad (including day-to-day work in Spanish with clinics in Argentina and Colombia), relayed updates and requests, tracked open issues, and advocated for couples to move their cases forward when needed.
- **Guidance and emotional support:** Provided professional guidance, individually and in groups, and emotional support through uncertainty and crisis, with 24/7 availability for questions and emergencies.
- **Workshops and information:** Facilitated individual and group workshops, training and information sessions for intended parents, in person and on Zoom, turning complex medical, legal and procedural information into clear, personalized guidance.
- **Systems and documentation:** Documented, implemented and improved workflows in Salesforce to streamline the client interface and knowledge management, keeping accurate case records and protecting personal and sensitive information.

Performance Lead / Onboarding Trainer

Wolt, Tel Aviv | Sep 2022 – Aug 2023 | Promoted from Customer Support

- **Team guidance:** Guided and supported 20–40 agents per shift in a high-volume technology operations environment: managed output, handled agents' requests, solved problems in real time and met KPI targets such as CSAT and TPH.
- **Performance and feedback:** Monitored quality and productivity metrics, identified knowledge and performance gaps through data, conversation reviews and direct observation, and delivered feedback, coaching and targeted training.
- **Onboarding:** Mentored new support agents from the end of the training course to full integration, delivering individual and group onboarding on systems, procedures, workflows and escalations, and translating frequent procedural changes into clear guidance.
- **Assessment and evaluations:** Assessed new hires against role requirements, wrote daily feedback and structured evaluations that informed continued-employment decisions, and reported to team leads to improve the onboarding process.

Customer Support Specialist

Wolt, Tel Aviv | Mar 2022 – Sep 2022

- **Service:** Handled 300+ requests per day from customers, businesses and couriers (B2C and B2B) on payments, technical support and procedures, including complaints, while meeting a 95% CSAT target.
- **Troubleshooting:** Diagnosed and resolved technical, logistical and administrative issues across several systems at once (Salesforce, Intercom) under time pressure, and escalated complex cases.

Team Lead and Social Worker – Yated Program for At-Risk Young Adults
Ramat Gan Municipality | Mar 2020 – Mar 2022

- **Assessment and therapeutic support:** Managed a caseload of about 50 young women and men aged 18–26 at varying levels of intensity: conducted in-depth psychosocial assessments and provided emotional support and psychosocial treatment across a range of clinical and functional conditions, including complex trauma (CPTSD), personality disorders, anxiety and depression.
- **Intervention plans:** Built individual intervention plans for life skills, financial management and vocational guidance, covering benefits and entitlements, financial aid and referral to treatment and community services.
- **Reports and multi-agency work:** Wrote professional reports and opinions for rehabilitation basket committees and the National Insurance Institute, and coordinated services on an ongoing basis with treatment providers, NGOs, authorities and community bodies.
- **Team supervision:** Led and professionally supervised three social workers: case consultation, ongoing feedback on the quality of treatment and documentation, and professional guidance.
- **Program leadership:** Led projects, managed the program budget and presented assessments and recommendations to professionals and municipal decision-makers, advocating for young adults' needs.
- **Workshops:** Developed and facilitated group workshops on life skills and financial management.

Employment Social Worker – Opportunity Center, Tel Aviv
Tel Aviv-Yafo Municipality | Dec 2017 – Dec 2019

- **Intake and assessment:** Conducted intakes, admission interviews and vocational assessments, and facilitated assessment centers, for clients aged 18–60 with employment, emotional and social barriers, to evaluate their fit for employment, rehabilitation and career-development programs.
- **Intervention and counseling:** Provided individual emotional support and built personal vocational intervention plans across the whole change process: CV writing, job search, networking and interview preparation through to integration, retention and advancement at work; tracked participants' progress and kept ongoing records.
- **Workshops and group coaching:** Facilitated group workshops and coaching processes, drawing on CBT among other approaches, teaching soft skills and tools for complex interpersonal and emotional situations at work, including 4 employment-readiness cohorts (about six months each).

QA Manager, Teaching Quality and Training
New School, Tel Aviv | Feb 2019 – Sep 2019 | Contract, alongside the Opportunity Center role

- **Quality assurance:** Oversaw teaching quality for 16 instructors and the application of the organization's teaching methods.
- **Training development:** Identified recurring issues, developed training materials and delivered professional workshops to improve teaching quality.
- **Feedback and recruitment:** Evaluated instructors' performance, provided one-to-one feedback and guidance, and recruited and onboarded new teaching staff.
- **Teaching:** Taught English and Spanish to individuals and groups.

HR Recruitment Consultant
MGS, HR division | Jan 2017 – Oct 2017

- **Recruitment and screening:** Managed end-to-end recruitment for HR roles at leading Israeli companies: receiving and advertising the role, screening CVs, phone and in-person interviews, candidate write-ups and placement.

Freelance Work and Projects

Private Tutor, English and Spanish
Freelance | 2018 – Present

- **Teaching:** Teach English and Spanish to individuals and groups, in person and on Zoom, with lesson plans adapted to each learner's needs, level and goals.

Independent Projects in Language, Content, Research and AI
Independent | 2024 – Present

- **Content and data:** Carry out text data labeling and classification, translation and content quality review projects using AI tools, with close attention to accuracy, consistency and guideline adherence.
- **Interactive learning (2026):** Converted a full course into an interactive web-based learning experience and built two more interactive explainers on quantum physics and particles: organized complex material into short, clear, navigable units, using AI and web tools for research, information structuring and learning design.
- **Text research (2026):** Designed and led a multi-phase analysis of a multi-year personal text corpus with Claude Code, Claude and ChatGPT: built an inductive taxonomy and a systematic coding framework, wrote instructions for the tools and checked their output against the source text, ran robustness tests on the findings, and produced datasets, visualizations and reports.

Early Experience in Rehabilitation and Mental Health

- **Rehabilitation Counselor, Beit Hillel emergency shelter | 2013–2016:** Supported young people leaving the ultra-Orthodox community through crisis and rehabilitation, alongside studies.
- **Rehabilitation Counselor, dual-diagnosis hostel | 2011–2013:** Provided daily rehabilitative support to residents in a residential setting.

Education

MA Studies in Rehabilitation Psychology
Ariel University | 2025–2026 | One academic year completed

- Coursework: research methods, advanced statistics, psychopathology, neuropsychology, psychodiagnostics (cognitive and personality assessment tools) and neuropsychological testing.

BA in Psychology
Tel Aviv University | 2019–2021 | Final grade: 93

- Completed while working full-time.

BA in Social Work and Linguistics (BSW)
Hebrew University of Jerusalem | 2013–2016 | Final grade: 91

- Field placements: third year – Mental Health Clinic, Ma'ale Adumim, working with clients aged 18 and over; second year – National Insurance Institute, elderly services, including home visits.
- Linguistics coursework: semantics, syntax, phonology and sociolinguistics.

Courses, Certificates and Registration

- Personal Coaching for Employment Integration and Career Development | JDC Israel-Tevet | 2018 | 40 academic hours
- Motivational Approach to Employment Change | JDC Israel-Tevet | 2018 | 24 academic hours
- EF SET English Certificate | 2025 | C2 Proficient (80/100)
- Psychometric Entrance Test | Score 704
- Registered social worker, Israeli Social Workers Register | Registration no. 34613

Languages

Hebrew: Native.

English: C2, the highest level on the CEFR scale (EF SET 80/100); professional writing, editing and proofreading.

Spanish: Advanced; day-to-day work with clinics in Argentina and Colombia; teaching Spanish.

Skills

Treatment, assessment and support: Psychosocial assessment, intake and diagnostic interviewing, intervention and rehabilitation planning, case management, emotional support and crisis intervention, benefits and advocacy, professional reports and opinions, motivational approach and CBT.

Employment and career development: Vocational assessment, identifying strengths and barriers, career counseling, employment readiness, support with job integration and retention.

Training and learning: Employee training and onboarding, group and workshop facilitation, training and learning content development, learning-needs assessment, feedback and coaching, teaching-quality review, individual and group teaching.

Management and operations: Team guidance and supervision, end-to-end process management, KPI monitoring (CSAT, TPH), multi-stakeholder coordination, program budget, recruitment and screening, independent time management.

Research and analysis: Research methods and statistics, qualitative analysis, systematic coding and taxonomy construction, multi-source synthesis, analytical writing, working with AI tools and reviewing their output.

Language and communication: Writing and editing in Hebrew and English, explaining complex information, interpersonal communication, working with many stakeholders.

Digital tools: Salesforce, Intercom, Slack, Microsoft Office, Google Workspace, Zoom, ChatGPT, Claude, Claude Code; advanced use of AI tools for research, text analysis, learning and knowledge organization.

Interests

Languages and cultures, linguistics, technology and AI, digital learning and science (physics).