

Carolina Sarfatis

Executive Assistant · Client Relations

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EXPERIENCE 10+ years Executive & admin support	LANGUAGES French · English Native, plus advanced Italian	TOOLS Office & AI Microsoft 365 · IBM AI certified	LOCATION Herzliya, Israel Swiss & Israeli
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ABOUT ME

Organised, attentive, *always reliable.*

I support busy people so they can focus on their real work. I manage calendars, take minutes, prepare documents, and handle travel, visas and billing, always discreetly and on time. I also bring solid experience in client relations and customer support, from reception desks to international service teams.

I trained in Switzerland with a three-year business apprenticeship at KPMG and Geneva University Hospitals, and then supported teams at CERN, among them the President of the CERN Council. Earlier in my career, I took on my first leadership role as a customer service team leader, coaching and supporting my team.

I would now love to bring my experience to a new assistant role. I follow the news daily, especially in technology, and I make learning part of my everyday work. I enjoy discovering new tools, AI included, and I adapt with ease to teams that work with or without them.

EXPERIENCE

Where I've *made a difference.*

- 08.2025 – 11.2025

Secretary, Maternity & Children's Hospital

Geneva University Hospitals · Temporary mission
- 02.2025 – 08.2025

Administrative Assistant, CMS Secretariat

CERN · European Organization for Nuclear Research

 - General secretariat support for the CMS Experiment, including database updates.
 - Managed registrations, contract changes and extensions.
 - Organised official travel and processed reimbursements under CERN rules.
 - Prepared invitation letters and visa applications for international personnel.
 - Supported the secretariat with supplies, keys, room bookings and office allocation.
 - Helped organise and run events such as CMS Weeks and workshops.
 - Managed CMS merchandise sales and the cash desk.
- 01.2023 – 07.2023

Administrative Assistant, Council Secretariat

CERN · European Organization for Nuclear Research

 - Organised sessions of the Council, its subsidiary bodies and committees.
 - Provided administrative support to the President of the Council and to committee chairs and members.
 - Coordinated, prepared and distributed committee documents.
 - Managed session logistics: catering, audiovisual and technical services, interpreters and room bookings.
 - Handled last-minute issues with quick, practical solutions; kept the Council web page up to date; ordered supplies and managed archives.

◆ Direct support to the President of the CERN Council

EDUCATION

2019 – 2022 · Geneva
CFC – Swiss Federal Brevet in Business Administration
3-year vocational business degree

2016
High School Diploma
Penn Foster High School

LANGUAGES

French	Native	●●●●●
English	Native	●●●●●
Italian	Advanced	●●●●●
Greek	Intermediate	●●●●●
Hebrew	Beginner	●●●●●
Spanish	Beginner	●●●●●

08.2019 – 07.2022

Business Apprentice, CFC (3-year programme)
KPMG SA, then Geneva University Hospitals

Year 1 · KPMG SA · Audit & advisory · 2019 – 2020
Drafted engagement letters, audit opinions and cover letters; handled bank confirmations, invoicing and quarterly closings. Arranged corporate travel in Switzerland and abroad, managed office supplies and equipment, handled the mail and organised client and staff events.

Years 2–3 · Geneva University Hospitals · 2020 – 2022
Maxillofacial Surgery: ran the Professor's secretariat and diary, on-call schedules for 9 doctors, reports and discharge letters. Family Planning: welcomed and guided patients with care, took the weekly team minutes and managed the diaries of 8 counsellors.

12.2016 – 01.2018

Customer Service Team Leader
T&Z Boss Managements · Ramat Gan, Israel

- Led a team of eight customer support agents.
- Linked agents and management; built staff schedules.
- Coached and trained the team; handled VIP and live-chat support.
- Resolved customer complaints and escalations.
- Planned and ran promotional and loyalty campaigns: bonus offers, discount weekends and prize draws.

06.2016 – 12.2016

Customer Support Representative
TRITON Online Services · Herzliya, Israel

- Phone, live chat, email and SMS support.
- Handled account verification and logged technical support tickets.
- Introduced new products to customers.
- Supported international customers in several languages, keeping every exchange friendly and clear.

PROFESSIONAL CERTIFICATES



Certificate · 2026
AI Skills for Everyday Productivity
IBM SkillsBuild · Credly badge



Certificate
Artificial Intelligence Fundamentals
IBM SkillsBuild · Credly badge

June 2016
Hebrew · Ulpan Adults 1
Rosen School of Hebrew · 30 hours

2015 · Geneva
Workplace Health & Safety
Fair 4 Security SA · applied in a health centre

2012 · Italy
Advanced English Course
Oxford School of English, Conegliano

WHAT I BRING

Six strengths, *ready for your team.*

01

Calendar & executive support
Senior diaries, meetings and schedules, with no clashes.

02

Minutes & documents
Clear minutes, reports and committee papers, on time.

03

Meetings & events
Council sessions, working groups and client events.

04

Travel & visas
Invitation letters, visa files and expense claims.

05

Billing & records
Invoicing, closings and tidy databases.

06

People & communication
Warm, professional contact by email, chat and phone.

Volunteering

Logistics support for the Lone Soldiers Association, Jerusalem
Social media for the Ethiopian National Project, Jerusalem
Horse care and mindfulness at Horse Spirit Healing, Costa Rica
Skyrian horse care at Mouries Farm, Skyros, Greece

Beyond work

Dance, ballet and yoga
Horses, nature and volunteer care at local farms
Reading and learning new languages

TOOLS

Word

Excel

PowerPoint

Outlook

Canva

Social media

No-code AI agents

Workflow automation

Prompt design

OTHER ROLES & EVENTS

11.2024 – 01.2025

Secretary, Blood Transfusion Centre
Geneva University Hospitals · Temporary mission

01.2024 – 03.2024

Equine Care & Holistic Facilitator
Horse Spirit Healing, Costa Rica

09.2022 – 12.2022

Administrative Assistant
JNC Avocats law firm · Temporary mission

2018 – 2019

Event Hostess
Sotheby's, Watches and Wonders, Geneva Motor Show

2013 – 2015

Receptionist
Hauts d'Anières Clinic; La Barcarolle Hotel ★★★★★

2012 – 2013

Sales Assistant
Ice-Watch Store, Geneva