

Nadav Levy

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Summary

Customer Success Manager with end-to-end ownership of 25+ client accounts across Israel, Europe, and the US. **Experienced in translating client challenges into working solutions** such as developing AI agents, automations, and tools that help clients work better and get more value from the company product.

Experience

[Bites](#) 2025-Present

Customer Success Manager *Jul 2025 - Present*

- Own **25+ client accounts across Israel, Europe, and the US**, from small businesses to large enterprises, managing onboarding, adoption, renewal, and growth end to end.
- Lead **all company support**, owning triage, resolution, and customer issue handling across the business.
- Built and deployed **AI agents** for support triage and automated quick solution delivery.
- Built a WhatsApp fallback system that reroutes blocked marketing messages as utility, then SMS, reaching **98% deliverability** for all client distributions.
- Built **Bites Forms** in-house with DocuSign-style signing that lets clients onboard their employees digitally.
- Turn recurring client issues into product feedback and feature specs, working as part of the **product team** on design and prioritization.
- Lead product demos, onboarding sessions, new-feature intros for clients, and run **feature kickoffs** for the R&D team.

Customer Success Intern *Apr 2025 - Jul 2025*

Education

[Reichman University](#) 2023-2026

B.A. Communications, specializing in Marketing

- Coursework in marketing strategy, digital advertising, branding, and social media management.
- Studied trend analysis, content creation, public relations, and campaign planning.

Military Service

[Israel Defense Forces \(IDF\)](#) 2019-2021

Combat Soldier, Artillery Corps

- Served as head of the medical staff (combat medic), responsible for the team's medical readiness and care in the field.
- Commanded and led soldiers, managing teams and decisions under real operational pressure.

Volunteering

[F1RST. Finance for Reichman's Students](#) Reichman University

Financial Mentor

- Guided first-year scholarship students in building and managing a personal budget through one-on-one sessions.
- Taught practical money habits, saving, and working with banks, based on the program's structured curriculum.