

Eytan Arusi

Israel | Eytan275@gmail.com | [LinkedIn](#) | 0527984838

Summary: Native in Hebrew and English, and a high level of Chinese. M.A. in China Studies from Zhejiang University and a B.A. in Business Management. My professional background includes AI operations, business analyst, marketing localization, and customer support. I have hands-on experience managing remote teams, overseeing data annotation projects, and handling multilingual translation and proofreading, and looking for my next role in applying my operational experience and cross-cultural coordination skills.

Professional Experience

Temu (Pinduoduo Holdings) — AI Chatbot Operations | Shanghai, China | 2025 – 2026

- Managed a remote team of 10 annotators to evaluate AI-generated outputs, consistently exceeding 95% of weekly KPI targets related to translation quality and data accuracy.
 - Localized ~500 scripts every week from English and Chinese into the target language, and maintained Chatbot satisfaction rate above 80%
 - Created 60–80 new chatbot scripts a week to improve answer quality and issue resolution
 - Identified recurring chatbot errors through chat reviews, identifying key logical errors and working closely with the engineering team to resolve the issues
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Sheng Enterprise — Business Analyst | Tel Aviv, Israel | 2022 – 2023

- Produced 10+ reports on market trends and companies to support partnership decisions
 - Prepared presentations used in internal discussions on business opportunities
 - Supported outreach and coordination for partnership development efforts
 - Organized research findings into clear summaries for team use
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iRobot — Technical Support Specialist | Israel | 2018 – 2021

- Resolved 20–30 customer issues per day via front and lab services.
 - Reduced repeat inquiries by guiding users through full issue resolution
 - Handled real-time technical issues under time pressure while maintaining service quality
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Education

Zhejiang University International Business School — M.A. China Studies | Zhejiang, China | 2023 – 2025

- Focus: Chinese Economy, Innovation Systems, Business Environment, Intercultural Communication
 - Thesis: *Regional Innovation Systems in China: Comparative Analysis of Hangzhou and Shenzhen*
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The Hebrew University of Jerusalem — B.A. Business Management & Asian Studies | Jerusalem, Israel | 2020 – 2023

- Focus: Organizational Behavior, Strategic Management, Marketing, Chinese Language & Culture
 - Thesis: *Green Consumption in China*
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Languages: English (Native), Hebrew (Native), Mandarin (HSK 5 level)

Computer Skills: Excel, AI tools (ChatGPT, Gemini Claude, NotebookLM), Word, Canva

Additional Interests: Behavioral sciences, Asian culture and history, Economics, Yoga