

Yael Magal

Hotel General Manager • Operations Leader • Hospitality & Experience Design • Reining Trainer
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PROFESSIONAL SUMMARY

Operations and hospitality leader with 20+ years of experience spanning boutique hotels, live event production, luxury guest experience, and high-performance equestrian training. Managed full-property operations across multiple boutique hotels in Tel Aviv, overseeing guest services, HR, maintenance, revenue tracking, SOP development, renovations, and digital transformation initiatives. Known for building scalable systems, improving operational efficiency, and creating proactive guest experiences in fast-paced, high-expectation environments. Holds a B.Sc. in Information Systems with a specialization in Cybersecurity. Fluent in English and Hebrew.

CORE COMPETENCIES

- Hotel General Management
- Digital Transformation & PMS Implementation
- Guest Experience Design
- Renovation & Capital Project Management
- Revenue Optimization
- Event Production & Logistics
- Team Leadership & Development
- Data-Driven Brand & Reputation Management
- SOP & Operations Manual Development
- Vendor & Facilities Management
- Short-Term Rental Portfolio Management
- Conflict Resolution & Staff Culture

PROFESSIONAL EXPERIENCE

General Manager

2016-2023

The Diaghilev Loft - Live Art Hotel | Tel Aviv, Israel

- Directed end-to-end hotel operations including front desk, housekeeping, maintenance, HR, guest services, and vendor management
- Developed operational manuals and staff training systems, improving consistency and reducing onboarding inefficiencies
- Led property-wide digital transformation initiatives including PMS upgrades, workflow automation, reporting infrastructure, and security improvements
- Implemented proactive guest experience strategies that improved satisfaction and repeat business
- Managed renovation projects from planning through execution, including contractor oversight and budget tracking

- Established KPI reporting and sales monitoring processes to support revenue optimization and ownership decisions
- Recruited, trained, and managed multidisciplinary hospitality teams

Hotel & Restaurant Manager

2016-2023

The Rothschild Hotel & Bistro - Tel Aviv, Israel

- Oversaw integrated hotel and food & beverage operations in a high-volume boutique environment
- Maintained service quality and operational standards across guest experience touchpoints
- Led cross-functional teams, managed conflict resolution, and sustained operational continuity during peak demand periods

Hotel Coordinator

2016-2023

R48 Hotel & Garden | Tel Aviv, Israel

- Coordinated daily operations and guest communications for a boutique luxury property
- Supported implementation of new PMS and booking systems while troubleshooting operational issues and training staff

Front Desk & Guest Relations

2016-2023

The Vera Hotel | Tel Aviv, Israel

- Managed guest relations, issue resolution, and personalized service delivery in a boutique hospitality environment
- Contributed to seamless guest experiences through proactive communication and problem-solving

Portfolio Manager

2016-2023

Vibrent Tel Aviv - Short-Term Rental Portfolio | Tel Aviv, Israel

- Managed multi-unit short-term rental operations including occupancy optimization, dynamic pricing, guest communications, and turnover coordination
- Improved efficiency and review performance through process standardization and rapid-response systems

Head Trainer & Facility Manager

2005–Present

Independent / Wildfire Stables / Glil Yam Ranch | Israel & USA

- Developed and trained performance horses and riders for national and international competition in reining disciplines
- Managed daily operations of high-performance training facilities including scheduling, veterinary coordination, nutrition programs, and staff oversight
- Worked under internationally recognized trainers including:
 - Andrea Fappani
 - Marco Ricotta
 - Arno Honstetter
 - François Gauthier
- Operated in high-accountability competitive environments requiring precision, consistency, and risk management

Event Producer & Artist Manager

1999–2008

Hamon Volume & Independent | Israel

- Managed artist operations including bookings, contracts, scheduling, and live event logistics
- Produced live events from planning through execution, coordinating vendors, technical teams, and on-site operations
- Resolved operational issues in real time while maintaining production standards and audience experience

EDUCATION

B.Sc. Information Systems (Cybersecurity Specialization) | 2020-2023

The Academic College of Tel Aviv-Yafo | Israel

Sketch Writing 101 & 201 | 2024-2025

Upright Citizens Brigade Theatre | Los Angeles, CA

TECHNICAL SKILLS

Hospitality Systems

- Opera, Guesty, Smoobu, Airbnb, Simple Booking, Tabit, Practi, MarketMan, Restorun, Simple Order, BeeComm, Restigo

Technical Skills

- HTML, CSS, JavaScript, Python, Digital Systems Troubleshooting

Creative & Productivity

- Adobe Photoshop, Premiere Pro, Canva, Dreamweaver, Wix, Google Workspace, Microsoft Office

Languages

- English (Fluent), Hebrew (Native)