

Cloud Solutions Architect

Ben Haim

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Summary

- With **over 1 year** of experience as a System Implementor, offering **Tier 3 support** to resolve complex issues and bugs for the company's Command and Control software.
- **Collaborating** closely with the QA team to identify and analyze critical bugs.
- Leveraging **strong communication skills** to work effectively with both technical teams and end-users, ensuring clear updates, gathering requirements, and addressing any concerns throughout the implementation process.
- **2+ years** of experience as a **Network Administrator** at the IDF.
- Directly managed a **team of 5 soldiers** and a **1000-user network** with **450 endpoints**.
- Designed and implemented a **Python-based GUI** program for fault management.
- Successfully **resolved complex IT issues** for senior officers.
- Honored with the **ICT Division Commander Certificate**.
- Skilled in **Python, AWS** and **Customer Success**.
- **English** - Full Professional Proficiency.

Experience

MER Group

2023 - 2025 System Implementor

- Providing **Tier 3 Support to customers**, assisting them in resolving issues and bugs related to the company's Command and Control software.
- Collaboration with the QA team to identify, reproduce, and **analyze critical bugs** impacting client systems.
- Possession of **strong verbal and written communication** skills to effectively collaborate with technical teams and end-users throughout the implementation process, providing updates, gathering requirements, and addressing concerns.

Israel Defense Forces

2021 - 2023 Network Administrator Team Leader

- Supervised a **team of five soldiers** while effectively integrating new soldiers into the team.
- Oversaw a **large user network** consisting of **1,000 users** and **450 endpoints**.
- Designed and implemented a **Python-based GUI** program for fault management purposes, that **exports the data** to Excel.
- Successfully **addressed and resolved complex IT issues** encountered by senior officers, ensuring **minimal disruption** to their workflow.

- Conducted training sessions and **produced detailed user guides** to enhance users' understanding and utilization of IT systems.
- Successfully completed diversified professional training encompassing data communication, **Excel proficiency**, and expertise in various military systems.

Education

Bar-Ilan University

2024 DevSecOps

The Open University of Israel

2022 - 2023 **Economy and Computer Science**

- Pursued educational opportunities during military service through proactive enrollment in the Open University.
- Completed **Introduction to Microeconomics** - 10131
- Completed **Advanced Computer Applications** - 20127

iNT college - Institute of Innovation & Technology

2022 - 2023 **Python, INT College**

Certifications

AWS Certified Cloud Practitioner

Projects

- Cloud Resume Challenge

Honors-Awards

Certificate Of Honor, Commander of the ICT Division

Honored with the **Division Commander Certificate of Honor**, for exhibiting outstanding leadership skills and serving as a positive mentor to fellow soldiers.

Volunteering Work

2023 - 2023 Taglit - Birthright Israel

- As an IDF soldier, I had the privilege of participating in the Taglit Birthright Israel program.
- During this experience, I engaged with college students from Maryland, shared insights about Israel, and contributed to fostering stronger Jewish identity and community ties.

2018 - 2020 SPCA

- Provided diligent and compassionate care to shelter dogs through feeding, bathing, and daily walks.
- Contributed to the overall cleanliness and organization of the shelter by maintaining a clean environment for the dogs.

Languages

Hebrew - Native | **English** - Fluent | **Spanish** - Limited