

# Cloud Solutions Architect

**Ben Haim**

**Ramat Gan**

## Summary

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 - 2024 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 **onomy 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
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## 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