Cloud Support / Support Engineer

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Summary

- **4 years of experience** as a **Network Administrator** and **System Implementer**
- Skilled in designing, implementing, and optimizing **CI/CD pipelines**
- Skilled in developing and maintaining **IaC** with **AWS CloudFormation** for scalable automation.
- Deep knowledge in **AWS services,** including **EC2, S3, VPC**, and **IAM**.
- Hands-on with **Docker** containerization and understanding of **networking protocols** and **cloud security**.
- Lead **customer engagements** to drive adoption and optimize workloads.
- Author **technical documentation**, tutorials, and educational content for both technical teams and end users; Skilled at **troubleshooting** and providing solutions to improve system reliability.

Certificates

2025 **AWS Certified Developer - Associate**
2025 **AWS Certified Solutions Architect – Associate**
2025 **AWS Certified Cloud Practitioner**
2024 **Certified in Cybersecurity**, ISC2

Education

2024 - 2025 **DevSecOps - Hi-Tech and Cyber Security Program**, **Bar-Ilan University**
2022 - 2023 **Economy and Computer Science**, The Open University Of Israel
2022 - 2023 **Python Program**, INT College

Experience

2023 - 2024 **System Implementer**, MER Group

- Resolved **critical customer issues** by providing **Tier 3 Support** for the company's customers, ensuring system stability and minimizing disruptions.
- **Collaborated** with the QA team to identify, reproduce, and analyze critical client system bugs.
- Facilitated seamless **communication** between **technical teams** and **end-users**, improving the implementation process and ensuring that client requirements were consistently met.

2021 - 2023 **Network Administrator Team Leader**, IDF

- **Supervised a team** of 5 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.
- Honored with the **ICT Division Commander Certificate of Honor** for **exhibiting outstanding leadership skills** and serving as a **positive mentor** to fellow soldiers.

Skills

Cloud & DevOps Tools: AWS (EC2, S3, IAM, VPC, CloudFormation, Route 53, API Gateway, Lambda, SNS, CodePipeline), Terraform, Docker, Kubernetes, Jenkins, GitHub Actions, Prometheus, Grafana.
Programming & Scripting Languages: Python, Bash
Frontend Technologies & Databases: HTML, CSS, SQL, MongoDB
Networking Protocols: IP, ARP, DHCP, DNS, HTTP, SMTP, SSL

Languages

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