

Ben Haim

Cloud Solutions Architect

Ramat Gan, Tel Aviv District, Israel

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Contact

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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 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

System Implementor

2023 - 2025

- **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

Network Administrator Team Leader

2021 - 2023

- **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

DevSecOps

2024 - 2025

The Open University of Israel

conomy and Computer Science

2022 - 2023

- **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

Python, INT College

2022 - 2023

Certifications

AWS Certified Cloud Practitioner

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.

Projects

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Languages

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

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.