

# Cloud Engineer

**Ben Haim**

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## Summary

- **3+ years** of experience as a **Network Administrator** and **System Implementer**.
- Resolved **critical customer issues** by providing **Tier 3 Support** to enterprise clients.
- **Collaborated with QA teams** to identify, reproduce, and analyze critical bugs impacting client systems.
- Directly managed a **team of 5 soldiers** and a **1,000-user network** with **450 endpoints**.
- Designed and implemented a **Python-based GUI** program for fault management and automation.
- Completed a 350-hour **DevSecOps** program focused on **AWS**, **Cloud Security (CCSP)**, **Linux**, **Python**, **Bash scripting**, **Terraform**, **Docker**, **Kubernetes**, and **CI/CD** pipelines.
- Certified in **AWS Solutions Architect – Associate**, **AWS Cloud Practitioner**, and **ISC2 Certified in Cybersecurity (CC)**.
- Knowledge of network protocols: **IP, ARP, DHCP, DNS, HTTP, SMTP, SSL**.
- Honored with the **ICT Division Commander Certificate** for outstanding leadership and technical excellence.
- **English** – Full Professional Proficiency.

## 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.
- Collaboration with the QA team to identify, reproduce, and **analyze critical bugs** impacting client systems.
- 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 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

2024 - 2025 **DevSecOps**, School of Hi-Tech and Cyber Security Bar-Ilan University

- 350-hour practical program focused on modern cloud infrastructure, security, and DevOps engineering
- Gained hands-on experience with **AWS** services including **EC2**, **S3**, **IAM**, **VPC**, and **CloudFormation**
- Studied core domains of **CCSP** (Certified Cloud Security Professional): cloud architecture, data protection, compliance, and risk management
- Built strong foundations in **Linux**, **Python** programming, and **Bash** scripting for automation and system administration
- Designed and deployed **CI/CD** pipelines using **Jenkins**
- Practiced Infrastructure as Code (IaC) using **Terraform**
- Managed and orchestrated containers with **Docker** and **Kubernetes**
- Implemented monitoring and alerting solutions with **Prometheus** and **Grafana**

2022 - 2023 **Economy and Computer Science**, The Open University Of Israel

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

2022 - 2023 **Python**, INT College

- Proficient in **Python** programming language.
- Experienced in creating and managing virtual machines using **VirtualBox**.
- Applied knowledge of **SQL** and **MongoDB** to effectively **manipulate** and **analyze data**.

## Projects

### GrABer

GrABer is a **social media scraper** that streamlines the process of finding publicly available social media accounts on platforms like **Facebook**, **Instagram**, **X**, and **LinkedIn**. It takes a name as input and provides a centralized, **user-friendly interface** for retrieving results.

Link to GrABer: [GrABer](#)

### Cloud Resume Challenge

Developed and deployed a resume website using **HTML** and **CSS** on AWS, with automated deployments via **GitHub Actions** and **CodePipeline** to an **S3** bucket. The site is served securely through **CloudFront**

with HTTPS and visitors are routed through **Route 53**. Integrated an APi with **API Gateway** to trigger a **Lambda** function that sends me an email notification by **SNS** when my CV is downloaded.

Link to Cloud Resume: <https://www.ben-cloudresume.com>

## Certificates

**AWS Certified Solutions Architect – Associate**

**AWS Certified Cloud Practitioner**

**Certified in Cybersecurity, ISC2**

**Certificate of Honor**, Commander of the ICT Division

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

## Skills

**AWS, Python, CloudFormation, Terraform, Docker, Troubleshooting, Customer service End User Education.**

## Volunteering work

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