

David

Bismuth

Professional Experience

Business Analyst and Operations Supervisor (08.2018 – 07.2022)
Clalit 'mushlam' call Center - Outsourcing - Bezeq Online.

Responsibilities:

Business Analyst:

- Generating daily and monthly KPI reports.
- Investigating deviation events and improving productivity.
- Working with BI system and generating reports for investigation and measurement through complex queries.

Operations Supervisor and Manager:

- Shift management according to objectives.
- Working under pressure.
- Weekly shifts scheduling.
- Technical troubleshooting management.

Achievements:

- Development and implementation of an employee scheduling system (Optiwise by ESI).
- Assisted 2 additional call centers in implementation of the same system development and setup:
 - Ministry of Transportation call center.
 - Ministry of Health call center.
- Graduate of a team leader future program – Bezeq Online.

Representative + Operations Supervisor (03.2018 – 08.2018)
Clal insurance Call Center - Outsourcing - Bezeq Online.

Sales Representative (11.2017 – 03.2018)
Mobileye Call Center - Outsourcing - Bezeq Online.

Education

Mego Program – Ashkelon Academic College, 02.2023 – 05.2024.

- Software Technician studies, MAHAT - Python and object-oriented programming, data structures, Linux, C (Basic level), Communication and information security, systems analysis, databases using SQL.
- Self-study – C++ (still learning), Python libraries such as Pandas, Numpy, and more.
- Mathematics tutor on behalf of Ashkelon College for my class, assisting and preparing students for MAHAT exams upon completing the preparatory stage, assisting students throughout the program in all courses.

Mathematics Refresher Course – Lev Academic Center, 2022.

Preparatory Program for Bachelor's Degree – University of Haifa, 2016.

- Completion of studies in mathematics, physics, chemistry, English, and academic writing.

About Me

Self-Learning: Constantly seeking to enrich professional and general knowledge.

Systemic Vision: Beyond role definitions, taking responsibility and meeting deadlines.

Continuous Improvement: Highly motivated to learn and develop.

Recommendations

Sarit Medina Shriki – Former Health Division Manager, Bezeq Online.
Mobile: 052-3699255.

055-2250049



Bismuth.edu@gmail.com



<https://github.com/BismuthDavid>



<https://lnkd.in/dPeXq8ay>



Languages:

Hebrew – ★★★★★

French – ★★★★★

English – ★★★★★

GPA Preparatory stage MAHAT:
99.79%

GPA Software Technician diploma MAHAT:
99.71%.