

IDAN ACKERMAN

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Petah Tikva

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HELP DESK TECHNICIAN &
OPERATIONS MANAGER & QA(UX).

ABOUT ME I am over two years of experience working simultaneously as a Help Desk Technician, Operations Manager, and QA(UX). My expertise lies in providing technical support, overseeing operational processes, and ensuring product quality.

<https://idanackerman.github.io/MyHtmlProject>

EDUCATION

High School
High School Diploma
2009 - 2012

EXPERTISE

Management skills	Effective communication
Technical thinking	Time management
Teamwork	Adaptability
Problem-solving	Collaboration

EXPERIENCE

Help Desk Technician & Operations Manager & QA(UX) 2021 - Present
E-Type

- Resolved 20+ trouble tickets per day using a creative problem-solving capabilities.
- Provide hands-on support for in-office related tasks, such as setting up user stations, inventory, IT equipment.
- Provides technical support to users for either PC, applications, mobile devices, hardware, printers and conference rooms with multimedia equipment.
- Ability to prioritize urgent requests.
- Managing a team of employees, responsible for training, and supervising staff members to promote productivity.
- Provide detailed feedback and bug reports regarding UX-related issues

CERTIFICATION

Software development Course
Sella College
2019 - 2020

QA Course
המכללה לאוטומציה
2024

- Manual Testing
- STD
- Jira
- TestRail
- HTML
- SQL

LANGUEGES

- Hebrew - Native
- English - Fluent
- Spanish - Basic