

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. I also love to play football & basketball since a young age this made me a team player I'm today.

EDUCATION

High School

High School Diploma
2009 - 2012

EXPERTISE

Management skills

Technical thinking

Teamwork

Problem-solving

Effective communication

Time management

Adaptability

Collaboration

EXPERIENCE

Help Desk Technician & Operations Manager & QA(UX)

2020 - 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

- C#
- JavaScript
- NodeJS
- Angular
- HTML
- SQL

LANGUEGES

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