

Ido Benes

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Summary

Computer Science student at the Open University and graduate of the Data Analyst Expert program at John Bryce. Technically oriented with hands-on experience in Python, SQL, and automation tools. Strong ability to solve problems using data, optimize workflows through automations, and deliver high-quality customer support. Brings a proven leadership background, a service-oriented mindset, and a constant drive to learn, improve, and expand technological capabilities. Passionate about leveraging technology to enhance processes and user experience.

Education

B.Sc. in Computer Science | Open University of Israel — 2025 – Present

Data Analyst Expert Program | John Bryce — Nov 2024 – Mar 2025

Advanced English Course | Burlington English — Jan 2023 – Jul 2023

Technical Skills

Python, Java, SQL | Pandas, Excel | Power BI | GitHub, VS Code

Work Experience

Technical Customer Support Specialist | Laya — Nov 2025 – Present

- Provided Tier 1 technical support for financial systems, including FX, digital wallet, and payment platforms.
- Performed first-level technical investigation of system issues, data inconsistencies, and transaction-related cases.
- Worked daily with Monday, Intercom, and Retool for ticketing, monitoring, and operational workflows.
- Designed and maintained workflow boards and implemented automations to optimize support processes and reduce resolution times.
- Collaborated with product and operations teams to escalate, document, and resolve technical issues.

General Manager | Scouts Movement — Dec 2022 – Oct 2024

- Led large-scale projects for 1,300+ participants, managing teams, operations, and budgets.
- Developed strong leadership, communication, and execution skills.

Staff Sergeant | IDF Paratroopers Brigade — Mar 2020 – Nov 2022

- Commanded and trained a combat squad under high-pressure conditions.
- Built leadership, responsibility, and teamwork skills.

Projects

Marathon Training Visualization (Python) – Visualized running performance data using Pandas and Matplotlib.

Retail Sales Analysis (SQL) – Performed profitability and customer-behavior analysis using SQL queries.

Tourism Database (SQL) – Designed a relational tourism database including ERD and custom travel metrics.