Vladislav Kelar

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WORK EXPERIENCE

LSports

Technical Support Engineer

2022 - Present

- Delivered technical support to customers, resolving complex cases promptly, achieving a 95% satisfaction rate.
- Coordinated with cross-functional teams to effectively resolve customer and partner issues, reducing issue resolution time by 20%.
- Executed smoke, functional, UI, and regression testing on 50+ applications, ensuring a defect leakage rate of less than 1%.
- Enforced strict SLA, escalating cases when necessary, resulting in a 30% improvement in resolution times.
- Administered remote management of 100+ internal servers, ensuring maintenance and troubleshooting with 99.9% uptime.
- Diagnosed and resolved customer-reported issues, collaborating with internal teams, leading to a 40% faster resolution time.
- Utilized Coralogix, CloudAMQP, Database, and Postman for troubleshooting, enhancing efficiency by 25%.
- Generated reports and refined workflow processes with Jira, Freshdesk, Tableau, Frontegg, and proprietary systems, enhancing workflow efficiency by 15%.
- Developed and maintained training materials to support customers and internal teams, boosting training completion rates by 50%.
- Created applications to streamline data searches in extensive tables, focusing on those valuable for potential investigations and research within the department, reducing search time by 70%.
- Monitored AWS servers in real-time using Grafana, addressing and resolving 50+ issues weekly.

YaizY

Technical Support Specialist

2021 - 2022

- Mentored and guided over 100 students in programming courses, ensuring a 98% satisfaction rate through effective management and troubleshooting.
- Addressed technical issues promptly, resolving 95% within 24 hours to ensure student satisfaction.
- Deployed and configured software on 200+ devices, facilitating smooth learning experiences and reducing setup time by 30%.

Sysnet Group

Technical Support Specialist

2018 - 2020

- Managed, upheld, and repaired IT systems, addressing faults and network issues, achieving a 95% incident resolution rate within SLA.
- Implemented and optimized software installations on 300+ systems, enhancing operational efficiency by 25%.

Israel Defense Forces

Computer Network Manager

2012 - 2015

- Supervised and controlled over 400 computer components, and supported software, hardware, and management systems, decreasing downtime by 20%.
- Operated and administered faults in IDF and operational computing environments, achieving a 99.5% uptime.

EDUCATION

SCE - Sami Shamoon College of Engineering - B.Sc Software Engineering

Graduation Date: 2025

SKILLS

Proficient in Python, Java, C++, C#, JavaScript, and SQL. Expert in system log analysis (Coralogix) and observability (Datadog). Skilled with REST APIs and WebSocket (Postman). Strong grasp of CI/CD pipelines and technical documentation. Innovative in solution development and troubleshooting. Effective at multi-tasking and clear communication in English.