Vlad Kelar

Contact:
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Summary:
- Experienced Technical Support Engineer skilled in troubleshooting and collaborating with cross-functional teams.
- With a proficiency in diagnosing and resolving reported issues, including testing methodologies..
- Proficient in utilizing various tools for troubleshooting.
- B.Sc in Software Engineering from SCE.

Experience:

Technical Support Engineer | LSports: Jul 2022 - Present
- Provide technical support to customers, ensuring timely resolution of complex cases.
- Collaborate with cross-functional teams to effectively address customer and partner issues.
- Performing smoke, functional, UI, regression testing.
- Maintain strict SLA and escalated cases when necessary for efficient resolutions.
- Perform remote management of internal servers, handling maintenance and troubleshooting.
- Monitor AWS servers in real-time using Grafana for proactive issue identification.
- Diagnose and resolve customer-reported issues, collaborating with internal teams.
- Efficiently utilize Wireshark, Coralogix, CloudAMQP, Database and Postman for troubleshooting.
- Manage reports and improve workflow processes with Jira, Freshdesk, Tableau, Frontegg and proprietary systems.
- Create and maintain training materials to assist customers and internal teams.

Technical Support Specialist | YaizY | Aug 2021 - Sep 2022
- Supported and assisted students in programming courses, managing and troubleshooting.
- Installed and configured the software to facilitate smooth learning experiences.
- Addressed technical issues promptly to ensure student satisfaction and effective problem-solving.

Technical Support Specialist | Sysnet Group | Nov 2018 - Sep 2020
- Managed, maintained, and repaired IT systems, addressing faults and network issues.
- Installed and configured software for smooth operations.

Computer Network Manager | Israel Defense Forces | Nov 2012 - Nov 2015
- Operated and maintained faults in IDF and operational computing environments.
- Maintained and controlled computer components, and supported software, hardware, and management systems.

Education:
B.Sc Software Engineering at SCE - Sami Shamoon College of Engineering

Additional Skills:
Proficiency in multiple programming languages such as Python, Java, C++, C#, JavaScript, SQL, and others.
Excellent written and verbal communication skills in English.
Ability to prioritize and manage multiple projects efficiently.
Experience with public cloud providers, including AWS.
Familiarity with Jira and Salesforce.
Hands-on experience with Grafana for real-time monitoring.
Independent, self-driven, and hands-on personality.