Vlad Kelar

Contact:
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Portfolio

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.
hands-on experience with Grafana for real-time monitoring and with public cloud providers, including AWS.
Experience with Jira and Salesforce.
Independent, self-driven, and hands-on personality.