Maya Rozenberg

Software Engineer

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💼 PROFESSIONAL EXPERIENCE

2021 – 2025	**Digital Customer Support Representative**

Provided technical support and premium customer service, troubleshooting connectivity issues, managing account updates, and optimizing mobile services. Consistently exceeded performance targets while handling multiple inquiries under pressure. Mentored new team members and collaborated with cross-functional teams to enhance customer experience and streamline processes.

2019 – 2020	**Premium Banker**

Provided high-level banking services to premium clients, managing accounts, transactions, and financial solutions. Consistently met sales and service targets while working in a fast-paced, team-oriented environment. Mentored and trained new bankers, guiding them through banking systems and customer service protocols. Excelled in multitasking and decision-making under pressure, ensuring efficiency and customer satisfaction.

🎓 EDUCATION

2007 – 2013
Ashdod

High School Education with an extended matriculation certificate including a specialization in mechatronics.
"Mekif Alef"

2021 – 2025
Ashdod

Bachelor of Science in Software Engineering
Sami Shamoon College of Engineering

🧠 SKILLS

Programming Languages
Java, Python, C++, C, JavaScript, SQL.

Team Collaboration
Working in teams, utilizing Git for version control, managing projects with Jira, and collaborating on code through GitHub in Agile/Scrum environments.

Testing
STD,STR,STP,Selenium,Postman.

Software Development
Object-Oriented Programming (OOP), Functional Programming, Agile Methodologies, Multi - threading, Design Patterns, CI/CD pipelines, Azure services.

Data Structures and Algorithms
Problem-solving and code optimization.

Databases
MySQL, Firebase MongoDB.

Web Development
HTML,Next, React ,CSS, Node.js, Postman.

{} PERSONAL ATTRIBUTES

Analytical Thinking
Strong problem-solving skills.

Team Player
Collaborative and supportive in teamwork.

Adaptability
Quick to learn new technologies.

Attention to Detail
Focused on precision in coding.

Effective Time Management
Skilled in prioritizing tasks and meeting deadlines effectively.

Creativity
Innovative in developing solutions.

Persistence
Determined to overcome challenges.

🌐 LANGUAGES

Hebrew	English	Russian