

Kobi Versano

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EXPERIENCE

2016 - Present

TUNE

Senior Support Engineer

- Provide technical support for TUNE's various products in the advertising industry.
- Produced training content for the company's clients and employees.
- As senior support engineer, a part of my job was to assist my team with the more complicated issues, as well as build an internal knowledge base to help with recurring issues and requests.

2014 - 2015

OBSERVEIT

Support Engineer

- Provide technical support for the company's security product 'ObserveIT'.
- Produced high quality video tutorial in order to train our clients as well as new employees.
- Work closely with R&D to investigate unique issues and provide a swift solution for our clients.

2013 - 2014

SYSAID

Technical Account Manager

- Provide support for the company's IT service management software 'SysAid'.
- Issues ranged from simple 'How-To' all the way to Active Directory issues, SSL or SSO integration and MSSQL or MySQL databases issues.
- Created tailored scripts for our VIP clients in order to resolve issues or change settings over thousands of workstations.

2011 - 2013

SHORTCUT PLAYGROUND

Technical Manager

- Resolving network and OS issues, mostly on Windows Server 2008 R2 and OSX.
- Providing hardware and software support for company employees (Over 100 workstations).
- Monitoring and maintaining a render farm for an animation series and resolving any technical issues that might occur during the render process.

2009 - 2011

FEWBYTES

Content Editor

- Managing the company's video content for the cellular market.
- Coordinating large projects with our affiliates in Toronto, Amsterdam and Brussels.

2006 - 2009

CADENT

Quality Assurance

- Tracking down bugs in the software, troubleshooting the problem and if necessary escalate it to the software developers.
- Checking software complaints from customers which included recreating those scenarios in the lab and deciding if it's a bug or an incorrect use of the software.

2004 - 2006

012 SMILE

Senior Technical Support

- Providing support for 012's private and business clients and dealing with complex technical issues.
- Helping team mates with technical problems they couldn't solve.

TECHNICAL SKILLS

- Familiar with VMWare client (vSphere) and backup software such as Backup Exec 2012.
- Have a thorough knowledge of PC and Mac hardware and software, and a strong familiarity with Linux.
- Managing Active Directory environment and handling MSSQL and MySQL databases.

OTHER SKILLS

- English at a mother-tongue level - speaking writing and reading.
- Have experience as a video editor and animator and able to produce high quality training videos.
- Hard working, thorough and eager to learn.
- An excellent team player and motivator.