

# Resume

**Nir Galon**

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I would like to work as a software developer, I'm interested in open source and cutting edge technologies.

## General

Dedicated, quality-focused professional with a strong sense of responsibility, team spirit and good human skills. Ability to multi-task under pressure within changing environments and to meet tight deadlines.

- Extensive experience providing customer service for home and enterprise customers.
- Broad system view with the ability to drill down to the fine details.
- Fast learning curve, adapting and embracing new technologies.

Personal blog: [www.lifelongstudent.net](http://www.lifelongstudent.net)

Other Profiles: [GitHub](#), [Stack Overflow](#), [LinkedIn](#)

## Education & Courses

**06/2011 – To date Bachelor's degree, Computer Science and Business Administration.**

- Third year student at the Israel Open University (GPA 74).

### **Coursera Verified Certificates:**

- November 2014 (9 Weeks) - An Introduction to Interactive Programming in Python at Rice University.
- August 2014 (12 weeks) - Invitation to Mathematics at the Hebrew University of Jerusalem.
- March 2014 (8 weeks) - Programming Mobile Applications for Android Handheld Systems at the University of Maryland, College Park.

**06/2004 – 06/2008 High school diploma.**

- Majoring in computer science at Ora Modi'im High School (GPA 82).

## Professional

**11/2009 – 01/2013 Internet expert at Cellcom Israel Ltd.**

- Tier 2 Customer Support, Expert Team.
- Handling customer requirements and providing solutions on Internet, data and technical problems.
- Knowledge focal point for representatives at specialized Call centers.
- Handling top level customer escalations and Gold customers support.
- Experience working with HP UNIX-based switches, And with SAP, Amdocs & Nice systems.
- Responsible for converting two call centers (Haifa and Beer Sheva) to specialized centers (provide training, and supervision throughout the beginning of the activity until go-live operation).
- Rated at the 10% of the Company's outstanding employees in 2010 and a leader in service in the internet and technical Customer Service Center in 2011.

**03/2009 – 10/2009 Military service (shortened for health reasons).**

- Administrative role in the logistics department at Sde Dov Air Force base.

## Skills & Expertise

- IDEs: Eclipse, Sublime Text, PostgreSQL.
- Programming languages: Python, Java, SQL.
- Web Technologies: HTML5, CSS3, JavaScript, jQuery, Bootstrap.
- Experience in operating systems: Windows, Linux (Ubuntu), Android.
- Knowledge of Data structures and Algorithms, OOP, OSI & TCP/IP models (protocols, routing algorithms, etc), Git, Arduino.
- Experience in developing websites.
- Extensive technological knowledge of Mobile Telephony Communication.

## Languages

Hebrew – Mother tongue.

English – Speaking, reading, and writing – Very good.