Sagi Gendelman

Israel, Rehovot | +972-54-6330734| sagi6120@gmail.com |

Summary

- **Vast Experience and knowledge in understanding Professional Customer Engineer, experienced in testing and supporting Digital Press / Pre-Press machines.**
- **Practiced in all aspects of on-site customer technical training and support, world-wide.**
- **Testing of products quality.**
- **Specializes in tracking problems to their source.**
- **Experienced in post-production identifying and troubleshooting malfunctions and calibration.**
- **Work as R&D and customers to provide timely and efficient support.**

Experience

2017- Today -**Customer support Engineer at the EFI Matan Digital**

- Installation of the Digital printing machines at the customer site.
- Alignment and integration of the Printers remote solution of customer problems by phone and Team Viewer.
- Working directly with R&D team

2013- 2017 –**Test Technician at HP Indigo Division**

- Test Technician and Service Engineer, working in the Testing Center
- Part of the Testing Team of post-production and upgraded Presses, responsible for
  - identifying, debugging, and bug reporting via TDM
  - Performing load, safety, general and specific tests (UI, HW);

2004- 2012- **Operator offset printing machine at Graphica Bezalel ltd and Livanony Company**

- Team leader of printing workers group;
- Special printing with U.V and special colors;
- Vast Experience and knowledge of the Komory, Mitsubishi and Roland 600 & 800 machines;
- Printed customer jobs and provided technician support (Troubleshooting, upgrading, calibration etc.).

2001-2004 **Israeli Air Force**

The driver in military rescue service 669 & 5707.

Education

- **2012-2017**
  Kyiv National University of Technology and Design Faculty of Industrial Mechanical Engineering

- Course of CNC (**Computer Numerical Control**) milling-machine.
  Modeling of 3D parts, by Solid Cam and Solid works programming

- On-going OTJ training, HP Indigo

- Completed an internal course of HP Indigo electrician

- Course of the QA tester from QualiTest company, the course including:

  ''STP, STD, STR, SQL, Tree requirements, HTML, CSS, Types of testing systems and strategies,

  JavaScript, Automation, Jira, Agile, Mobile ''

Professional skills

- ✓ Tools: Office, windows

Languages

Hebrew, English, Russian