

# Shay Marks

Motivated software developer with strong interpersonal skills and customer service experience. Quick learner and problem solver able to work well under pressure. Seeking a front-end developer role.

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## Experience

### **Financial Customer Service Representative, Pelephone Communications Company, 2021 - 2023**

- Provided customer service support for dozens of customers daily regarding financial issues
- Demonstrated patience and empathy when dealing with upset customers
- Identified effective solutions for customers struggling to make payments
- Successfully negotiated payment arrangements and collected debts from delinquent accounts
- Completed an intensive month-long customer service training program

### **Ammunition Base Security Guard Military Service, IDF, 2018 - 2020**

- Served as Security Guard at a munitions base with top security clearance
- Completed Security Guard training with honors
- Provided access control and vehicle inspections at facility entrances
- Temporarily appointed as Operations Sergeant for 6 months

## Skills

- Proficient in JavaScript, HTML, CSS
- Specializes in combining different AI tools at work
- Passionate about coding and building web applications
- Excellent verbal communication and teamwork abilities
- Strong technical troubleshooting and analytical thinking skills
- Detail-oriented with good time management skills

## Education

### **Practical Software Engineering Student at the College of Management 2022 - Present**

### **Yeshiva High School, Neve Herzog, 2012 - 2018**

Full Bagrut Certificate

Extended Communication Studies

### **Languages:**

Hebrew, English