

SHAY MARKS

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SUMMARY

Enthusiastic Practical Software Engineering student passionate about coding and building web applications. Excellent verbal communication and teamwork abilities. Seeking first industry experience to build essential professional skills,

Open to any entry role and willing to put the hard work.

Quick to absorb new responsibilities and motivated to gain practical expertise. I have technical problem-solving skills and strong analytical thinking, with good time management abilities.

Prioritizing front-end development roles for optimal career growth, though flexible regarding position when entering technology workforce. Eager to leverage studies and contribute to team efforts as junior team member.

EXPERIENCE

Financial Customer Service Representative, Pelee Communications Company.

2021 - 2023

Provided customer service support for dozens of customers daily regarding financial issues.

- Demonstrating patience and empathy when dealing with upset customers
- Finding effective customized solutions for customers who have difficulty making payments and retaining the customer before abandoning the service, in order to increase the company's revenue
- Successfully negotiated payment arrangements and collected debts from delinquent accounts.
- Completed an intensive customer service training program.

Ammunition Base Security Guard Military Service, IDF.

2018 - 2020

Service as a security guard at an ammunition base with a top security classification

- Completion of security guard training with honors.
- Managed multiple tasks simultaneously under pressure
- Temporarily appointed as an operations sergeant for 6 months.

SKILLS

- | | | | |
|--------------|-----------------|-----------------|----------------|
| • HTML | • Visual Studio | • STP, STD, STR | • Photoshop |
| • CSS | • VS code | • C# | • Premiere Pro |
| • JavaScript | • GitHub | • Python | • Office apps |
| • Bootstrap | • Gitbash | • SQL | • AI tools |

EDUCATION

Practical Software Engineering Student, The College of Management, 2022 - Present

Yeshiva High School, Neve Herzog, 2012 - 2018

- Matriculation Certificate
- Extended Communication Studies

Languages: Hebrew, English