

# SHAY MARKS

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## SUMMARY

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Dedicated student of Practical Software Engineering passionate about coding and self-directed learning, with a strong ability to master new skills independently. Flexible and open to roles that provide value and align with my professional development, particularly in software and technology fields. Highly adaptable with excellent teamwork skills and a keen eye for quality and detail. Committed to taking on challenging tasks and contributing through hard work, with a long-term focus on growth and achieving success through dedication and persistence.

## EXPERIENCE

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### Financial Representative

2024 - present

Ness Technologies

- Managed customer inquiries for provident funds, providing information and guidance.
- Efficiently navigated and coordinated tasks across multiple systems on two separate computers, including financial platforms, CRM, and communication tools, ensuring seamless information flow and accurate data management.
- Solved technical and operational issues, implementing creative solutions to enhance efficiency and service quality.
- Consistently delivered exceptional customer service, maintaining calm and effective communication even in challenging situations.

### Financial Services Representative

2021 - 2023

Pelephone Communications

- Provided financial customer support, assisting dozens of customers daily with billing inquiries and financial concerns through phone, email, and chat.
- Focused on customer retention and satisfaction by finding effective solutions for payment difficulties and negotiating payment arrangements to prevent service cancellations.

### Ammunition Base Security Guard

2018 - 2020

Military Service, IDF

- Served as a security guard at an ammunition base, completed security training with honors, and was temporarily appointed as an operations sergeant for 6 months.

## EDUCATION

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### Practical Software Engineering Student

2022 - present

The College of Management

### Yeshiva High School, Neve Herzog (Bnei Akiva)

2012 - 2018

Boarding School

- Complete matriculation certificate.
- Extended communication studies.

## SKILLS

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|--------------|--------------|-----------|-----------------|-------------------------|
| • HTML       | • JavaScript | • Node.JS | • Visual Studio | • Microsoft Office Apps |
| • Handlebars | • C#         | • ASP.NET | • VS Code       | • Adobe Creative Apps   |
| • CSS        | • Python     |           | • Git           |                         |
| • Bootstrap  | • Selenium   | • STP     | • GitHub        |                         |
|              |              | • STD     | • Git Bash      |                         |
| • SQL Server | • MySQL      | • STR     |                 | • AI Tools              |
| • MongoDB    | • Mongosh    |           | • Postman       |                         |

**Languages:** Hebrew, English