Cloud Support / Support Engineer

054-8362424 | [ben.haim.21k@gmail.com](mailto:ben.haim.21k@gmail.com) | [LinkedIn](https://www.linkedin.com/in/ben-haim-/) | Tel-Aviv | Ben Haim

**Summary**

* **4 years of experience** as a **Network Administrator** and **System Implementer**
* Skilled in designing, implementing, and optimizing **CI/CD pipelines**
* Skilled in developing and maintaining **IaC** with **AWS CloudFormation** for scalable automation.
* Deep knowledge in **AWS services,** including **EC2, S3, VPC**, and **IAM**.
* Hands-on with **Docker** containerization and understanding of **networking protocols** and **cloud security**.
* Lead **customer engagements** to drive adoption and optimize workloads.
* Author **technical documentation**, tutorials, and educational content for both technical teams and end users; Skilled at **troubleshooting** and providing solutions to improve system reliability.

**Certificates**

2025 **AWS Certified Developer - Associate**

2025 **AWS Certified Solutions Architect – Associate**

2025  **AWS Certified Cloud Practitioner**

2024 **Certified in Cybersecurity**, ISC2

**Education**

2024 - 2025 **DevSecOps** **- Hi-Tech and Cyber Security Program**, **Bar-Ilan University**

2022 - 2023 **Economy and Computer Science**, The Open University Of Israel

2022 - 2023 **Python Program**, INT College

**Experience**

2023 - 2024 **System Implementer**, MER Group

* Resolved **critical customer issues** by providing **Tier 3 Support** for the company's customers, ensuring system stability and minimizing disruptions.
* **Collaborated** with the QA team to identify, reproduce, and analyze critical client system bugs.
* Facilitated seamless **communication** between **technical teams** and **end-users**, improving the implementation process and ensuring that client requirements were consistently met.

2021 - 2023 **Network Administrator Team Leader**, IDF

* **Supervised a team** of 5 soldiers while effectively integrating new soldiers into the team.
* Oversaw a largeuser network consisting of **1,000 users** and **450 endpoints.**
* **Designed** and **implemented** a **Python-based GUI program** for fault management purposes that exports the data to **Excel**.
* Successfully addressed and **resolved complex IT issues** encountered by senior officers, ensuring minimal disruption to their workflow.
* **Conducted training sessions** and produced **detailed user guides** to enhance users' understanding and utilization of IT systems.
* Honored with the **ICT Division Commander Certificate of Honor** for **exhibiting outstanding leadership skills** and serving as a **positive mentor** to fellow soldiers.

**Skills  
Cloud & DevOps Tools:** AWS (EC2, S3, IAM, VPC, CloudFormation, Route 53, API Gateway, Lambda, SNS, CodePipeline), Terraform, Docker, Kubernetes, Jenkins, GitHub Actions, Prometheus, Grafana.  
**Programming & Scripting Languages:** Python, Bash  
**Frontend Technologies & Databases:** HTML, CSS, SQL, MongoDB  
**Networking Protocols:** IP, ARP, DHCP, DNS, HTTP, SMTP, SSL

**Languages Hebrew** - Native | **English** - Fluent | **Spanish** - Basic