Cloud Technical Support Engineer

**Sagi Weinstein**  | 054-9074900 | [sagiw70@gmail.com](mailto:sagiw70@gmail.com) | [LinkedIn](https://www.linkedin.com/in/sagi-weinstein/) | [GitHub](https://github.com/sagiw70/nextwork-devops-webapp) | Tel - Aviv

**Summary**

* **2.5+ years** of experience **supporting** and **implementing cloud-based SaaS PMS** for **enterprise clients - Priority Software**
* **B.Sc. in Information Systems,** specialization in Cybersecurity**; AWS Certified Solutions Architect.**
* Experienced in client onboarding, **SLA-based troubleshooting**, user training,and **cross-functional collaboration** in live production environments.
* Experience with **third-party integrations**, including payment gateways, OTA channels, and booking engines.
* Familiar with AWS services, including **IAM, EC2, S3, VPC, ELB**, and **CodeBuild**, as well as **CI/CD** using **GitHub Actions.**
* Knowledgeable in working with **cloud-based SaaS platforms** and **Windows**, **macOS,** and basic **Linux CLI**.
* Knowledgeable in **Bash** and **Python scripting,** advanced **SQL** (JOINs, filtering, aggregations),and **REST API** integration troubleshooting, including **JSON** parsing and **endpoint configuration.**
* Understanding of **core web protocols** (HTTP, DNS), user access management in **cloud-based systems**, and **IAM/security concepts.**

**Education & Certifications**

2025 **AWS Solutions Architect Associate,** Amazon Web Services

2019 - 2022 B.Sc. **in Information Systems**, The Academic College of Tel-Aviv-Yaffo

**Experience**

2022 - Present **Cloud Support Specialist**, Priority Software

* Delivered **onboarding** and **configuration support** for a **cloud-based PMS**, including user account setup with permission roles, payment terminal setup, and system walkthroughs.
* **Trained new clients** and **on-premise users migrating** to the **cloud platform**, ensuring a smooth transition and high user adoption.
* **Managed API-based integrations** with **OTA platforms** (e.g., Airbnb, Booking.com), external booking engines, and payment gateways.
* Served as the main **technical contact for strategic clients** under **SLA,** escalating issues to QA and Product teams as needed.
* **Investigated system logs** and **JSON API** responses to resolve booking discrepancies and sync failures.
* Designed and implemented a new **OTA integration flow** to address booking failures for a strategic client.
* **Created a support guide** and **trained the internal team**, resulting in a significant drop in booking errors.
* **Participated in the deployment** of enhancements for legacy booking systems, integrating them with modern **SaaS components.**
* Authored internal how-to documentation to **support recurring technical workflows** and **improve team knowledge sharing.**

**DevOps CI/CD Project**

* **Built an end-to-end CI/CD pipeline** for a Java web app using **AWS CodePipeline, CodeBuild**, **CodeDeploy,** CodeArtifact, and **EC2.**
* **Automated deployment** from GitHub to EC2 with Maven and Tomcat integration.
* Manually **configured CodeDeploy agents** and resolved **IAM** permission issues.
* Handled artifact versioning and storage using **CodeArtifact.**

**Military Service Commander**, recognized with an award for outstanding performance, Israeli Navy

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