System Engineer

Elie Emsellem I Jerusalem I 052-3582075 I  [eliemclm@gmail.com](mailto:eliemclm@gmail.com) I [LinkedIn](https://www.linkedin.com/in/elie-emsellem-6838a924b/)

**Summary**

* **8 years of experience** in **IT infrastructure**, **Linux systems**, and **technical support** - **Intel, One Technologies, Synamedia(Cisco)**
* Experienced with **RedHat** system administration, **automation scripting** in **Bash**, and **AI-based internal tool development**
* Skilled in **SQL** database management, **backup strategies,** and high-level **incident resolution**, ensuring optimal performance and business continuity.
* Proven track record in analysing and resolving **complex bugs** in **production environments**, with strong collaboration in **cross-functional teams**.
* **Led on-site IT support** for major clients like **CAL, Meuhedet**, **ExLibris**, and the **Bank of Israel**, and supported over **350 users**

**Experience**

2022 - Present **System Engineer**, **Synamedia**

* Daily **administration** and **troubleshooting** of **Linux systems** (primarily **RedHat 8**).
* **Expertise in SQL** database management, including querying, optimisation, and maintenance.
* Developed and maintained automation scripts using **Bash**, enhancing the system's efficiency and reducing manual workloads.
* Collaborated with **cross-functional** teams to ensure seamless operation and system reliability.
* Detected, analysed, and resolved **complex bugs** encountered in production environments.
* Participated in **team brainstorming sessions** to investigate and resolve high-impact technical issues affecting customer infrastructure.
* **Resolved complex technical issues**, ensuring **minimal downtime** and optimal performance.
* Identified operational needs within the team and proactively **developed internal tools** using **AI-based solutions** to automate and streamline repetitive tasks.
* Performed regular **backups** and **system recovery tests** to ensure business continuity.
* Provided **Tier 2/3 support** to resolve escalated incidents within **SLA** timelines.

2019 - 2022  **IT Technician**, **ONE Technologies**

* **Provided on-site IT support** and **technical assistance** for a wide range of institutional and **corporate** **clients,** such as Meuhedet, Isrotel, CAL (Credit Cards), **Maccabi**, Municipality of Jerusalem, Bank of Israel, Bank Mizrahi, **Ex-Libris, Imperva**, and more.
* Served as **CAL’s main IT technician**, overseeing **daily maintenance**, **user support**, and office **IT setups**.
* Frequently requested by clients to handle their issues personally due to **technical proficiency** and **reliability.**
* Participated in the **full IT setups**, installed and configured workstations and **system software** in **production environments.**
* Delivered **troubleshooting** and **incident resolution** across **hardware,** software, and **Windows** environments.

2017 - 2018 **DMA team (system, HW, and networking support team)**, **Intel**

* Supporting **350+ users** (local and external users), and **200+ setups**
* Maintained a **deployment server** (**automation** for **OS** installation)
* Managed ~30 bare-metal machines for internal processor **validation** and testing.
* Handled daily **configuration** and **maintenance** of systems connected via KVM-over-IP to allow remote access for users conducting **CPU performance** and compatibility testing.
* Regularly replaced processors and updated drivers/components per **testing needs**.
* Monitored and resolved **hardware** and **software** issues affecting the testing environment to ensure system stability and availability.

**Military Service**

2013 - 2016 **IT Technician / IT Support Team**, **Base 108,** **Tzrifin, IAF**

* **Managed** and **maintained** the computer systems, printers, and peripherals.
* Worked with **Windows OS** (7, XP, 8, 10, NT) and Office, Active Directory management, and various **software/hardware** issues.
* Collaborated with **Taldor, Bynet**, and **Getter** for **support escalation.**

**Education & Certification**

2011 - 2013 **Electronics Engineer,** ORT

2022 **Linux Certificate**, Udemy

2023 **Python Certificate**, Campus-IL

**Professional Skills**

Programming & Scripting – **Python, SQL, Bash**

Operating Systems & Platforms – **Linux (RedHat)**, **Windows** Server, **Active Directory**

Tools & Technologies – **Docker**, Ghost Imaging, Antivirus Tools, **AI Tools** (ChatGPT, Copilot)

IT Support & Infrastructure – **Hardware Troubleshooting**, Remote Support (RDP, TeamViewer, AnyDesk), **Technical Documentation**

Ticketing & Workflow Systems – **Jira, ServiceNow**

**Languages**  
**Hebrew & French** - Native I **English** - Fluent