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+ years** of hands-on experience **supporting** and **implementing cloud-based PMS** for **enterprise clients - Priority Software**
* **B.Sc in Information Systems,** specialization in Cybersecurity**; AWS Certified Solutions Architect**
* Specializing in onboarding, **troubleshooting**, and **user training** in **live production environments**.
* Experience with **third-party integrations**, including payment gateways, OTA channels, and booking engines.
* Comfortable with **SQL** for troubleshooting and querying – including **JOINs** and **filtering.**
* Familiar with **REST APIs**: endpoint configuration, JSON parsing, and error investigation.
* **Project-based CI/CD experience** (GitHub Actions + AWS CodeBuild).
* Comfortable working with **Windows** and **macOS systems**; familiarity with **Linux**, with exposure to scripting with **Bash** and **Python.**

**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.**

**Education**

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

2025 **AWS Solutions Architect Associate**

**Tools and Technologies**

**Cloud & DevOps Tools:** AWS (IAM, EC2, S3, Route53, Budgets, CodePipeline, CodeBuild), GitHub Actions, Terraform

**Systems & Platforms**: SaaS architecture (PMS), Windows & macOS (advanced), Linux (basic CLI usage)

**Scripting & Data**: Bash, Python, SQL (multi-table JOINs, filtering, aggregations), JSON

**Web & API Integration**: Understanding of REST APIs, endpoint setup, JSON parsing, and integration troubleshooting

**Networking & Security:** Understanding of core web protocols (HTTP, DNS), user access management in cloud-based systems, and IAM/security concepts from AWS certification.  
**Support & Communication**: Client onboarding, user training, SLA-based troubleshooting, cross-functional collaboration (Product, QA)

**Military Service**

2014 - 2017 **Commander**, Israeli Navy

* Trained and instructed multiple groups of recruits according to Israeli Navy standards and operational requirements.
* Developed and implemented training courses to meet operational needs.
* Recognized with an award for outstanding performance.

**Languages**

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