

Alexander Replyansky

Technical Support Specialist

054-877-3839 | alexander9replyansky@gmail.com
[LinkedIn](#) | [Github](#) | [Portfolio](#)

Dedicated Technical Support Specialist with a solid customer-oriented background combined with strong hard skills and tech enthusiasm. Have proven experience in programming, implementing new software, and addressing user concerns. I stay composed and collected in stressful situations, demonstrating strong people skills.

EXPERIENCE

Customer Support/Help Desk Support Specialist Bynet Semech

Bnei Brak, Israel
11/2022 - present

- Handling a high volume of **help tickets**, averaging **2000 cases monthly**, promptly addressing inquiries, concerns, and requests for assistance
- Maintaining **accurate records** of customer interactions, transactions, and inquiries using CRM systems
- Addressing customer inquiries, resolving issues, and guiding them through **troubleshooting** processes to ensure timely resolution and maximum satisfaction.
- Identifying and escalating **complex customer issues** to appropriate teams, ensuring **prompt resolution** and **minimizing customer downtime**

Full Stack Developer Internship

08/2023 - 01/2024

- Collaborated on a task manager project using **JavaScript, React, HTML, and CSS**
- Enhanced user experience through frontend design modifications
- Worked closely with both **frontend and backend code**, utilizing **Redux** for state management
- Managed tasks via Trello and contributed to GitHub for version control
- Participated in regular meet-ups for project review and future planning

Checkpoint guard IDF Service

Atlit, Israel
2014 - 2016

SKILLS

- Customer Support, Troubleshooting, Ticketing, Debugging
- Windows XP, 7, 8, 10, 11, MacOS, Linux
- Python, SQL, Flask, Django, Javascript, HTML5, CSS3, OOP, Git, GitHub, Heroku
- Google Workspace, CRM systems, Active Directory

EDUCATION

Google IT Support Professional Certificate

01/2024

Full Stack Web Development, Python and JavaScript program Developers Institute, TLV Coding Bootcamp

Ramat Gan, Israel
12/2022 - 05/2023

B.A. Liberal Arts and Sciences Saint Petersburg State University

Saint Petersburg, Russia
2017-2019

LANGUAGES

English - fluent

Hebrew - fluent

Russian - native