

# Madlene Khashan

## Summary

Customer Success and Financial Optimization Specialist with a strong background in business banking, credit analysis, and client relationship management. Completed a DevOps program with hands-on exposure to cloud technologies, building a bridge between financial expertise and cloud cost optimization (FinOps). Skilled at advising clients, driving cost-saving strategies, and delivering high-impact customer experiences. Fluent in Hebrew, English, and Arabic, with proven ability to manage diverse customer portfolios. Experienced in cloud cost optimization concepts, with familiarity in AWS Billing & Cost Explorer and resource optimization best practices.

## Experience

### Business Banker, Mercantile Discount Bank, Nahariya Branch

Sep 2020 — Mar 2025

- Managed relationships with business clients, providing technical and financial support
- Performed credit analysis and financial report reviews
- Delivered tailored funding solutions and risk assessments
- Met revenue and retention targets while maintaining high service standards

### Client Support Specialist, Altshuler Shaham Pension & Provident, Haifa

Aug 2018 — Sep 2020

- Handled client inquiries related to pension and investment accounts
- Processed loans and provided operational information
- Promoted to the CARE Team within 6 months based on performance and service excellence

### Business Teller, Mercantile Discount Bank, Yarka Branch

Aug 2017 — Jun 2018

- Performed transactions including deposits, withdrawals, transfers, and checks
- Used banking systems for reporting, tracking, and analysis
- Provided front-line technical and operational support to business clients

## Education

### DevOps Certification, INT College

2024 — 2025

Gained hands-on experience with Docker, Kubernetes, Jenkins, Git, Linux, Terraform, Python, and Bash. Trained in CI/CD, automation, infrastructure as code, and system troubleshooting in real-world-like labs.

### MBA – Master of Business Administration, Ono Academic College

2020 — 2021

### Board of Directors Course Certificate, Bar-Ilan University, Israel

2020 — 2021

### BA – Business Administration, Kinneret Academic College

2014 — 2017

## Details

Madlin.kh96@gmail.com

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## Skills

Python

Bash

Jenkins

Docker

Kubernetes

Git

Linux

Terraform

AWS

## Languages

English

Hebrew

Arabic