

# Madlen Khashan

## Summary

Detail-oriented and service-driven professional transitioning into the tech industry with strong foundations in DevOps tools and technical support. Graduate of a comprehensive DevOps program with hands-on experience in tools such as Docker, Kubernetes, Jenkins, Git, and Linux. Backed by several years in the banking and pension sectors, bringing analytical thinking, high accountability, and exceptional interpersonal skills. Seeking a Technical Support / Junior DevOps / IT Operations role to launch a long-term tech career.

## 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. Configured monitoring dashboards and alerts for system performance and costs.

### **MBA— Master of Business Administration, Organizational Management, Ono Academic College**

2020 — 2021

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

2020 — 2021

### **BA— Business Administration, Kinneret Academic College**

2014 — 2017

## Details

Madlin.kh96@gmail.com

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## Skills

Python

Bash

Financial reporting

Jenkins

Docker

Kubernetes

Git

Linux

Terraform

AWS

## Languages

English

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Hebrew

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Arabic

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