

- + Over 3 years of experience in (Fin-)tech companies, product support and operations roles.
- + 1 year of hand-on DevOps practices training
- + Familiar with product life cycle and working with diverse teams (Ops, Devs, Product, QA, etc.)
- + Looking for a CS/TAM roles, solution engineer, implementation management roles and similar.

1 year of practice as a DevOps Engineer – INT College and Open Uni.

**Working in Linux environment** – Bash/shell scripting, network commands.

**Programming** in Python, familiarity with APIs, HTML, JavaScript, JSONs.

**Networks and cloud infrastructure** – AWS, network protocols, virtualization, Docker

**Cloud management tools** – K8s, Elastic Search, Kibana, Jenkins, Terraform, Ansible

## Relevant Experience

### 2021 – 2022 Client Support and Operations Specialist, Capitalise.ai

Providing technical support for thousands of retail traders around the world

Monitoring and addressing (Azure) servers issues

Creating professional content and documentation, restructuring the support centre

Reporting bugs and tracking resolutions

### 2019 – 2021 Client Support Specialist, Indices and Data, Intercontinental Exchange

Providing technical and data support for the biggest players in the financial world

Being the SME for product issues and queries, performing demonstrations

Performing QA for a unique product

Taking part in project management and Internal Operations

### 2017-2019 Marketing Operations, Life Science Department, Israel Export Institute

Working with hundreds of Israeli startups, Israeli B2C tech ecosystem and VC landscape

Understanding technical and technological models of thousands of medical products

Led the Israeli pavilion in Shanghai medical technology fair

## Education

2014-2017 BA, Management and Philosophy, Ben-Gurion University

## Military Service

Major (Res.), Foreign forces liaison unit

## Other familiarities:

SQL, JavaScript, HTTP, CSS

## Skills

Languages: Hebrew - native speaker, English - Full Proficiency

Personal skills: Excellent communication skills, written and verbal; Peoples person, strong positive can-do attitude