CONTACT DETAILS

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- in www.linkedin.com/in/danielraz29
- 📍 Tel Aviv- Yaffo

EDUCATION

Information Systems student at the academic college of Tel Aviv-Yaffo

Main courses including management, data science and software courses

Oct 2022 - Aug 2025

High School Diploma -Shoham High School

Majored in Computer science (10 points) and Physics

SKILLS

Programming & Data Science:
- Languages: C, Java, Python, HTML, CSS
- Technologies & Tools: REST API, Postman, Kibana, Make, UML
- Proficient in data structures and algorithms
- Experienced in data modeling, analysis, and visualization using data science techniques

Database Management:
- Technologies: MySQL, SQL Server, MongoDB
- Strong understanding of data architecture and database management

Project Management:
- Acquired through specialized courses (Agile, Scrum, PMP)
- Practical experience in managing projects, coordinating teams, and delivering results on time

Information Systems:
- Designing and integrating information systems to enhance business operations
- Aligning IT solutions with business goals for improved efficiency

LANGUAGES

- Hebrew - native proficiency
- English - full professional proficiency

Daniel
Raz

I am a creative and detail-oriented professional actively seeking a full-time position. I am adept at initiating and optimizing projects across both work and personal endeavors. I embrace challenges, learn from setbacks, and focus on continuous improvement and innovation. My curiosity and collaborative approach drive me to deliver impactful solutions and advance projects effectively.

WORK EXPERIENCE

Solution and Technical Support Engineer   Jan 2023 - Present
Fireberry CRM l Tel-Aviv

- **API Integration:** Handled API requests and assisted clients with integration challenges.
- **Client Collaboration:** Worked closely with customers to provide guidance on system implementation to achieve business goals.
- **Project Implementation:** Led the implementation of automation requests, including building systems and objectives.

Technical Support Engineer   Dec 2022 - Jan 2023
Fireberry CRM l Tel-Aviv

- **Customer Service:** Utilized technical expertise to provide exceptional support, working with CRM systems to manage client interactions and data.
- **Issue Resolution:** Monitored and troubleshot computer communication issues, proficient in error codes and system diagnostics..

By Myself
- **Product Tour Research:** Compared the effectiveness of product tours vs. articles in guiding users, based on college research and student experiments.
- **External Automation:** Created Python scripts and used Make for automation solutions addressing unmet product needs.
- **Kibana Training:** Self-taught Kibana and trained team members, improving log tracking and system understanding with the R&D department.

MILITARY SERVICE

Combat solider and IED Section Leader   Mar 2017 - 2019

- Gadsar Givati - combat solider
- Collaborated with senior officers
- Trained combat soldiers
- Received award of excellence
- Founded and developed the IED section, defining the role and collaborating with other units, including the special unit Yahalom and the intelligence unit, to address the specific needs of the unit.

VOLUNTEERING

Kol Ami - The Jewish Peoplehood Leadership Academy - August 2016 – March 2017
- Participated in leadership training focused on Jewish community and peoplehood.

Hashomer Hachadash - March 2020 – June 2020
- Volunteer Farmer during COVID-19, engaging in agricultural work to support local farming efforts.

Cofounder, "Run With Someone" - October 2020 – June 2021
- Co-founded and launched a running group that allowed runners to connect based on distance, pace, and location while adhering to COVID-19 restrictions

The Jewish Agency - June 2021 – August 2021
- Involved in Israeli propaganda and volunteered in an Israeli community in the US.

Collaborator, Merima Organization - November 2023
- Collaborated with Merima to automate their information system and streamline data management for volunteers in evacuee hotels, enhancing accuracy and efficiency.