

Focused and diligent engineer with more than 11 years of experience. Experienced in BI development, SQL programming and large database analysis. Passionate about technology, data, and complex problem-solving. Highly organized and motivated, a fast learner with solid technical understanding and good communication skills.

## Professional Experience

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- 2021- now      **Senior Customer Success Engineer & BI Developer, Mobideo(Saas, B2B)**
- Building BI reports and dashboards to support variety of customers' use cases, using Spotfire Tibco
  - Defining the data model and specifications for the reports based on users needs and environment setup
  - Writing advanced SQL queries to extract and transform data from the data warehouse
  - Reconciling data, validating it, and handling errors on SQL Server
  - Conducting data analysis of customers issues, requests, product use, and behavior
  - Serving as the primary technical contact for ramping new customers, responsible for environment setup and deployment
  - Managing the company's strategic accounts. Being the focal point for any technical matter
  - Working closely with the Customer Success Managers, Program Managers, and Engineering to support customer needs and analyze product-level changes
- 2016- 2020      **Automation Engineer and Operations Analyst, Pelephone (Finance department)**
- SQL developer, working with large scale Oracle DB (production environment)
  - Conducting data analysis of financial and operational processes
  - Providing data-driven solutions to support financial department needs
  - Writing automation of processes, controls, and monitoring systems using Shell, Python and PL\SQL.
  - Operating finance recurring processes and providing ad-hoc support to the business units
  - Monitoring and troubleshooting the ongoing processes, on logic and technical level
  - Automation programmer of Accounts Receivable (AR) systems
  - Working with multiple stakeholders from R&D and various business units
- 2013-2016      **Support and Automation Engineer, Hot Mobile**
- Ongoing work with Oracle database and writing SQL queries to analyze and improve operational processes (production environment)
  - Developing automated solutions that retired manual activity overhead for the operation teams
  - Working directly with the information systems unit, business stakeholders in formulating technical requirements and business analysis to solve business problems
  - Providing support on Comverse ONE system (CRM), understanding key processes and translate those into automated processes
- 2012-2013      **3rd tier Support Specialist, Comverse Israel - Hot Mobile Project**
- Member of the Ordering team on the Hot Mobile site. Providing technical support on Comverse ONE system (CRM) and serve as customer contact for ordering-related issues
  - Creating, optimizing, and maintaining SQL queries that support application functionality and operation
  - Since Feb 2013 - Member of the Billing and Rating team
    - Running all the billing cycles (Live and proforma), analyzing results & troubleshooting
    - Managing and handling all the suppress big and VIP accounts in the customer system

## Skills

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- **Technical skills:** SQL Server, Oracle Database, BigQuery, Spotfire, Tableau, Data Studio, Power BI, Python, HTML, Java, IIS, Kibana, Amazon s3, Octopus, Prisma, SysAid, TP, Shell script, UNIX, Confluence
- Fluent in English and Hebrew

## Education

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**B.Sc. Industrial Engineering and Management, The Open University**

*\*References will be provided upon request.*