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| **Employee Name** | Erez Ghelbendorf | **WWID** | 11536440 |
| **Manager Name** | Itamar Liber | **Review Period** | Jan 2015 – Dec 2015 |
| **Job Title** |  | **Grade** |  |

**Job Description**

Student Lab Technician – Responsible of hardware deployment, repair & projects supports.

**Key Accomplishments**

1. **HDPort Support** – Supported customers to ramp-up & solve issues with HDPort tools (PRI7&V+)

Whether it wasHW issues or to investigate SW issues & to get the right service involved fulfilling the OSS methodology. (Sometimes even a lot after work hours)

1. **UDP2 Apple Project –** I was involved in the UDP2 project, gave HW support, dealt with HW & SW issues using the knowledge I’ve acquired from debugging HW & from HDPort Projects support in order to get the project done in high level & in time & Studied a lot from working with the engineers.
2. **Python scripts** – Studied how to create Python scripts – I’ve created ***“PST Script”*** (for technician use) which helps accelerate the HW debugging & ***“PRI7 Stress”*** (automation) test which emulate to a user with plenty of log attributes in order to find the stability issues instead of doing so manually.

**Strengths**

1. **Customer Orientation & Support – (CMV Support)** keeping communication with the customer updating with their needs, their priority, checking what’s next, to be prepared to give the best service we can. **(HDPort Support) –** Supporting customer around the world with HDPort tracing issues by managing the tools site - organizing, releasing BKCs & creating user guides in order to make the customer less depends on the support (helps especially for users that aren’t in our time zone - FM, OR, GDC, etc… to root-cause the known issues),

Workingon open issues with the tool’s Engineers/Architects owners to give a fast & expert support so the customer work will flow with minimum delays.

1. **Team Player – (HW Debug)** I like working with the team colleagues getting & sharing information about debug experience in order to advance and help others & myself with the debugging, sending report about common issues that I’ve faced with. Using the experience of other colleagues to advance with the debugging. **(Projects)** – I like working with the project engineers in order to get as much information as I can and to use it wisely during the project, Support, HW debugging, etc…
2. **Diligence/self-learning –** Hard working to solve the problems and to learn about the electrical circuits, FW Layers, useful software, and another tools to enrich my knowledge which causing a better understanding to detect and fix the problems.

**Areas for Development and/or Improvement**

1. **Debug skills & knowledge –** I would like to enrich my debug skills, to learn more about useful debug methods and to be involved in more projects with the Engineers/Architects.

In order to get more knowledge that will help me in the future tasks/issues & will enrich my aspects.

1. **Time management** – my bad time management causing me to get late to work and thus also to get back home late and to not catch either time with my family or for my academic learning causing me to stay awake late to catch everything, And back again - late to work…  
   especiallynow after I’ve moved to the center what makes it much more impacting.

Although I’ve made a progress & improved it a little  
I still want to improve my time management to be more comfortable, to get in and out of work in time, and manage my other stuff better so it will help me to catch more time with my family & for my Academic learning.

1. **Preparing for next projects** – I’ll like to get ready for the next project I’ll be involved in by reading info of its upcoming HW such as - RVP & DVP new boards Schemes, Brd, BootSequence & other features & capabilities.

Also to get know the plan such as release dates, steps, etc…

In order to be ready to give a good service.