

AVINOAM KELLER

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PROFESSIONAL SUMMARY

Friendly Help Desk Technician with 3 years quickly and effectively resolving customers' technical issues. Dedicated to exceeding client expectations by verifying satisfactory resolutions for every submitted ticket. Skilled at maintaining positive communications even in stressful situations. Ready to leverage deep technical knowledge and amiable personal interactions to provide superlative technical responses.

more recently developed management skills as department manager

and currently studying to be a full stack web developer

SKILLS

- Technical Support Triage
- Network Infrastructure Monitoring
- Customer service expert
- Desktop support
- Data recovery
- Process improvement
- Project organization
- Support Ticket System Management
- Remote System Analysis
- Application support
- Technical issues analysis
- Software diagnosis
- Customer service

EDUCATION

Hebrew University
Jerusalem Israel

BBA: Social Work

- Professional development completed in services management

WORK HISTORY

Advanced Technologies Jr - Help Desk Technician
Jerusalem, Israel • 01/2005 - 12/2020

- Removed malware, ransomware and other threats from laptops and desktop systems.
- Patched software and installed new versions to eliminate security problems and protect data.
- DUPE - Engaged end-users and answered questions via email, phone, website live chat and in forums.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Configured hardware, devices and software to set up work stations for employees.
- Installed, modified and repaired software and hardware to resolve technical issues.
- Performed tests of functionality, security and performance of different workstations and devices.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding

Baltimore Hebrew University
Jerusalem, Israel

MBA: Social Work

- Continuing education in services management

Pro Service

Israel

No Degree: Comptia A+ Certification

Pro Service

Israel

No Degree: Microsoft M.C.S.A

Google I.T Support Professional

Coursera • 02/2020

I.T Support

Rutgers, The State University of New Jersey
New Brunswick, NJ

No Degree: Coding Bootcamp

CERTIFICATIONS

- CompTIA A+ Technician

process.

- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Assisted customers with product selection based on stated needs, proposed use and budget.
- Trained and supported end-users with software, hardware and network standards and use processes.

Saker Shoprite - Department Manager

Aberdeen, Nj 01/2009 - 01/2020

- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
- Evaluated suppliers by assessing quality, timeliness and compliance of deliveries to maintain tight cost controls and maximize business operational efficiency.
- Devised, deployed and monitored processes to boost long-term business success and increase profit levels 35%.
- Kept employee workloads fair and balanced to achieve objectives while maintaining high job satisfaction.
- Established and administered annual budget with effective controls to prevent overages, minimize burn rate and support sustainability objectives.
- Ordered inventory and reported discrepancies to control costs and maintain inventory levels.
- Formulated pricing policies by reviewing merchandising activities and determining additional needed sales promotions.

Beit Cham - Vocational Rehabilitation Center Manager

Jerusalem , Israel • 03/2005 - 12/2008

- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
- Devised and deployed successful marketing strategies,

dramatically boosting store ranking.

- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
- Checked facility, employee work and service levels to maintain compliance with company and industry standards.
- Developed and implemented high-quality work environment as measured through employee satisfaction ratings.
- Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.
- Directed HR operations, including strategic workforce planning, goal cascading, performance management, staffing and benefits administration.
- Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service.

CUSTOM COMPUTER BUILDS

building hacintosh for friends