Harel Jerbi

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💼 EXPERIENCE

Amdocs, 2021-present - **Technical Support Engineer** – Provide technical assistance and support to users experiencing system issues, including troubleshooting problems, diagnosing root causes, and finding solutions (e.g., checking logs, databases, configurations, API requirements, and understanding ES/Kafka flows).
Communicate with users to understand their concerns and work on production environments where direct access is restricted, often via shared screens. This includes providing on-site support for production upgrades for a major client in the USA.
Due to the integrated nature of our product, maintain a strong understanding of system flows and collaborate with various teams to ensure timely problem resolution.
Document resolved issues of all team and their solutions to facilitate future troubleshooting by team members.

Amdocs, 2022 – Developer (R&D Team) - Borrowed to the R&D team for 5 months to develop *NextX*, a system enabling users to interact with the UI of Amdocs' new product and test it.
Development of a solution mapping data from JSON to XML, allowing compatibility with the older system.
Collaborated closely with the system architect, utilizing UML, flowchart, ERD, and sequence diagrams.
Worked in a small Scrum team, using Java for development, with project management in Jira, and followed Agile methodology.

Sami Shamoon College of Engineering, 2020 – 2021- **Teaching Assistant**
Assisted in courses including Object-Oriented Programming, Project Management, System Analysis, and Software Engineering.

🎓 EDUCATION

Sami Shamoon College of Engineering, 2017 – 2021 – B.Sc. Software Engineering,
Relevant Courses: JAVA, C, C++, Python, JavaScript, SQL, OOP, Algorithms, Linux, Agile Project Management.

Final project: Developed a blockchain-based system which will contain all personal medical information and allows people to control who will access their medical information. Instead of each medical institute which will have its own medical information on each patient, the system will centralize all information in one place and reduce a great amount of paperwork (such as prescriptions and medical referrals). That way, every time that a service provider will add new medical information in the internal HMO system, the information will be added to the patient's private chain, and he will be able give permission to other service providers to access his private chain that holds his medical information.
We used Ethereum EVM, ganache to test the network, and "metamask" to create digital account to our network.
As part of the project, we conducted big research, and we even submit and present the paper in the - 5th International Symposium on Cyber Security Cryptology and Machine Learning (CSCML 2021) at Ben-Gurion University to PhD track and got a lot of interest and compliment.
The project was chosen for an excellent project.

Received **IMPACT Scholarship** from Friends of the IDF Organization for released combat soldiers.

🎯 MILITARY SERVICE

2011 - 2014: K-9 Unit ("Oketz") – Served as a combat soldier part of an assault unit.

🍃 VOLUNTEERING

Ahaaray: A nonprofit organization whose mission is to nurture youth leadership development and promote civic participation among teens and young adults in Israel, especially in marginalized communities in the country's social and geographic periphery.
2020:   Assistant District Coordinator- Supporting the district coordinator with all the logistics.
2020:   Volunteering with elderly people on a weekly basis during the COVID-19 pandemic to increase social relations and lower the loneliness levels they tend to experience.
2018-2019: Mentored a group of 15-16 youngsters from weaker parts of society in Kiryat Malachi with emphasis on teaching the skills such as: navigation and leadership, in order to motivate them to serve in significant positions in the army and beyond.

Languages: Hebrew – Native | **English** – Very well.