

HIGHLIGHTS

- ◆ Highly motivated programmer with strong learning capabilities and analytical skills to work on complex projects and processes.
- ◆ Flexible and adaptable to new technologies and changing environments under rigid timelines.
- ◆ Detail-oriented with an ability to see the bigger picture.
- ◆ Experienced in working in high-stress environments and meeting goal-oriented success.
- ◆ Strong multitasking and time management skills.

PROFESSIONAL EXPERIENCE

- ◆ **2024 – present, Technical Support Engineer - Odoro**
 - Manages the company's software systems, including identifying issues, performing routine maintenance, and conducting updates and upgrades to enhance system efficiency and stability.
 - Provides technical support to company clients, resolving complex issues and offering remote assistance to users with technical difficulties, contributing to high customer satisfaction.
 - Works closely with development and engineering teams to identify and resolve bugs, improve existing features, and implement new functionalities in products.
 - Analyzes technical issues and problems to create detailed reports, enabling the company to understand trends and improve support and operational strategies.
- ◆ **2023 – 2024, GCP & Technical Support Google Workspace Team Leader - Webhelp Concentrix**
 - Led a high-performing technical support team specializing in Google Workspace services, making a substantial contribution to the organization's overall success.
 - Provided efficient troubleshooting and technical assistance, ensuring the optimal performance of Google Workspace tools and services for users.
 - Advocated for seamless and effective utilization of Google Workspace, elevating client productivity and satisfaction.
 - Collaborate closely with a skilled team to identify and resolve technical issues promptly, aiming to optimize the overall user experience with Google Workspace.
- ◆ **2018-2023, Building sketcher – Amit Engineering**
 - Used AutoCAD and Revit software for building sketching.
 - Contributed to the creation of detailed building sketches and plans, ensuring accuracy and precision in design work.
 - Collaborated with architects and engineers to translate conceptual ideas into practical, feasible designs.
 - Played a key role in the development of various architectural projects, demonstrating proficiency in both AutoCAD and Revit software.

COMPETENCIES & SKILLS

▪ Visual Studio	▪ CLion	▪ HTML	▪ Python	▪ Microsoft Word
▪ VSCode	▪ React.js	▪ CSS	▪ C	▪ Microsoft Excel
▪ IntelliJ IDEA	▪ Node.js	▪ SQL	▪ C++	▪ Microsoft PowerPoint
▪ PyCharm	▪ AutoCAD	▪ AI	▪ C#	
▪ WebStorm	▪ Revit	▪ Salesforce	▪ Java	
▪ Eclipse	▪ Unity	▪ Monday	▪ JavaScript	
▪ Android Studio	▪ Linux	▪ SugarCRM		
▪ Atom				

ADDITIONAL CREDENTIALS

LANGUAGES	<ul style="list-style-type: none">▪ English – Advanced▪ Hebrew – Mother tongue
COURSES	<ul style="list-style-type: none">▪ Web developer – Udemy – 2021▪ Python Programming – Udemy – 2022▪ Ethical Hacking Bootcamp – Udemy – 2023
EDUCATION	<ul style="list-style-type: none">▪ M.B.A in Business Administration in High-Tech Innovation and Entrepreneurship – Ben-Gurion University, Israel 2023-2025▪ B.Sc. in Computer Science – Ashkelon Academic College, Israel 2019-2022▪ Preparatory School for Design and Architecture – Bezalel academy of arts and design, Israel 2018
NATIONAL SERVICE	<ul style="list-style-type: none">▪ Procurement Department - Tel Aviv Sourasky Medical Center, Israel 2016 – 2017