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| Omri Hadani  Technical support specialist   |  | | --- | | **Contact** |     Address  Givat Brenner  Israel  Phone  +972- 509443393  E-mail  Omri.hadani77@gmail.com     |  | | --- | | **Skills** |     Technical support  SQL  Customer service  CRM implementation  Troubleshooting  API Integration  XML  Data Validation  Troubleshooting  Workflow Automation  Dashboard Creation  Reporting  Excellent written and verbal communication  Client relationship management  Problem-solving  Cross-functional collaboration  Training/onboarding  AI knowledge :  Basic prompting  Created stock market indicators using AI   |  | | --- | | **Languages** |     Hebrew  English | Well organized and results-oriented Technical Support Specialist with 15+ years of experience implementing and supporting information and CRM systems (HubSpot, Salesforce) and resolving complex technical issues. Proven ability to streamline operations, improve customer satisfaction, and contribute to dynamic team environments. Advanced knowledge in SQL, API integration, and process automation. Looking for a challenging role where I can apply my expertise to drive business growth and inspire innovation.   |  | | --- | | **Work History** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2023-08 - Current  2019-11 - Curnt |  | **Technical Support Specialist at SilverNet Financial Systems**  Silvernet (part of Malamteam) provides Finance solutions for banking and corporate treasury.   * Delivered multi-channel support (email, phone, and chat) to Israel's leading businesses, ensuring timely and effective resolution of customer inquiries. * Managed and prioritized a high volume (dozens daily) of customer requests within strict SLAs using a ticketing system. * Diagnosed and resolved complex technical issues, escalating to internal teams as needed to ensure timely and effective solutions.   Contributed to a valuable knowledge base by documenting solutions and best practices, to enhance team efficiency.  **Technical Support Specialist/ HubSpot Implementer**  *Apester, Tel Aviv, Israel*   * Carrying out day-to-day duties accurately and efficiently. * Resolving problems, improving operations and providing exceptional service. * Create and maintain workflows to automate and support business needs and requirements. * Working closely with Marketing/Sales/CMS and management teams to ensure full sales life cycle is in place and all initiatives are archived. * Build and manage dashboards and reports. * Manage email campaigns and data, forms and call to action. * Monitoring CRM, user activity and data integrity providing recommendations, and implementing ongoing improvements. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2013-05 - 2021-05 |  | **Technical Support specialist /Salesforce Implementer**  *Apester, Tel Aviv, Israel*   * Provide high standard service for both external and internal customers * Offered friendly and efficient service, handled challenging situations with ease. * Build and document knowledge base. * Can do approach, showed a willingness to help wherever needed. * Salesforce implementation activity: * Managing roles and profiles * Creating reports and building dashboards * Create and manage workflows to meet unique needs and requirements. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2006-10 - 2011-10 |  | **Application Implementer and Technical Support Specialist**  *Enfopack, Tel Aviv, Israel*   * Setting up and configuring end to end interfaces , connecting customers and suppliers using API's. * Analyzing problems and resolving issues. * Performing GUI tests, functionality, and validation of data [XML] files, interface tests. * Running SQL queries to retrieve, edit and update data. * Troubleshot, diagnosed, and resolved a wide range of technical and operational issues related to the proprietary application and its clients |  |  |  |  |  | | --- | --- | --- | --- | |  | 2003-01 - 2004-12 |  | **Courier Operations Manager**  *Ryter, Tel Aviv*   * Responsible for 20 couriers, contact and coordinate the shipment operations in real time * Delivering high standard service to meet clients' needs and requirements |  |  |  |  |  | | --- | --- | --- | --- | |  | 1999-02 - 2002-12 |  | **PC Support Technician**  *Yated*   * Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks. * Analyzed issues to identify troubleshooting methods needed for quick remediation. * Tested and installed motherboards, processors and graphics cards on desktops and laptops for corporate staff. * Linked computers to network and peripheral equipment. * Diagnosed and troubleshot problems, repairing and restoring machines to peak performance. |  |  |  |  |  | | --- | --- | --- | --- | |  | 1993-07 - 1996-06 |  | **Production System Operator**  *Rimon - Juice production plant, Givat Brenner, Israel*   * Monitored the production system application availability and performance information, to support efficient operation. * Diagnosed and troubleshot production problems. * Generated reports covering details about data, system operation and error monitoring. |  |  |  |  |  | | --- | --- | --- | --- | |  | 1990-08 - 1993-08 |  | **Soldier**  *Israel Defense Forces*  3 years service |  |  | | --- | | **Education** |      |  |  |  |  | | --- | --- | --- | --- | |  | 1996-01 - 1998-11 |  | **Practical Engineering Computer Software**  *Ness Ziona Collage -* Ness Ziona | |
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