

# Roei Redler

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## Summary

As a Microsoft Certified Professional with experience in the industry, I am skilled in a wide range of Microsoft applications, including Dynamics CRM.

My expertise in Dynamics CRM has been honed through various projects in the field, where I have successfully implemented and customized CRM systems to meet the unique needs of my clients.

I am highly motivated and dedicated to delivering top-quality results, with a strong focus on meeting deadlines and exceeding client expectations.

My exceptional communication skills and ability to build strong relationships with clients and team members have contributed to my success in accompany missions to successful completion.

I am always seeking to learn and grow in my field, and I am excited to connect with other professionals who share my passion for Microsoft technologies and Dynamics CRM.

Feel free to reach out to discuss potential collaboration.

## Experience

### CRM Dynamics specialist

Aug 2022 - Present (1 year 6 months)

abra Microsoft Solutions is a Solutions Partner of Microsoft

Hybrid work, in an expert team and in front of a variety of clients and innovative projects!

As part of the job:

- Support and collection of customer business requirements for solutions in the CRM Dynamics system
- Work closely with the development teams on business processes and their automation
- Implementation, training, and accompanying users on the CRM Dynamics system and more.



### CRM Dynamics specialist

MalamTeam

Feb 2022 - Jul 2022 (6 months)

Malam Systems is a Gold Partner of Microsoft

Requirements:

Characterization and analysis of the CRM DYNAMICS system

High level & Detail design

Matrix work

Working with databases

Managerial orientation with experience in project management

Experience with ENTERPRISE organizations

Working with managers and senior executives

Working with Microsoft power platform

Agile working method



### **Shift Manager/Vice Manager**

Israeli Ministry of Defense

Dec 2020 - Jan 2022 (1 year 2 months)

Shift Manager and Vice Manager of the Ministry of Defense Service Center  
Management of 20 employees.

The role requires:

- Interpersonal communication and high emotional intelligence.
- Create reports and track data.
- Process testing and analysis capability, flexibility of thought and function.
- High ability to motivate employees.
- Distinguishing between the main thing and the bland.
- Systemic and business vision.
- Computer operations and systems including Office, knowledge management systems, BI systems, CRM Dynamics 2011, quality control systems and listening management.
- Dealing with stress situations and dealing with several factors at the same time.
- Transfer training to employees.



### **Call Center Customer Service Representative**

Israeli Ministry of Defense

Nov 2018 - Dec 2020 (2 years 2 months)

Customer Service Representative at the Ministry of Defense Call Center

The role requires:

- Dealing with stress situations and dealing with several factors at the same time.
- Quick learning
- Ecstasies on financial matters
- Organization and order
- Operations of computer software such as: Office, CRM Dynamics 2011.
- Ability to work independently.
- High human relations.
- Remote user support.



## **Aircraft Interceptor**

Israeli Air Force

Aug 2015 - Mar 2018 (2 years 8 months)

Fighter in the IDF Air Defense Unit

## **Education**



### **Ono Academic College**

Bachelor of Business Administration - B.A, B.A in Business Administration in Information Systems

2019 - 2022

Evening studies combined with work in industry

+

passed each test after only one exam

+

Corona epidemic = Combining face-to-face studies with online studies

### **Premilitary Academy "Elisha"**

graduate, Bible/Biblical Studies

2014 - 2015

religious pre-military academy , significant preparation before military service as a fighter and as a religious and Zionist in the Israeli nation

### **Amit Kfar Ganim Yeshiva**

graduate, A high school diploma

2008 - 2014

Yeshiva schools place a strong emphasis on studying traditional Jewish texts and law, as well as on lessons of faith and strengthening the connection to the people of Israel. Along with religious studies, students also receive instruction in secular subjects such as English, math, science, and social studies, providing a well-rounded education. Yeshiva schools often foster a close-knit community of students and teachers, promoting a strong sense of camaraderie and shared values.

## **Licenses & Certifications**



**MongoDB Essentials - Understand the Basics of MongoDB - Udemy**



**Microsoft Dynamics 365 For Beginners (Updated for 2021) - Udemy**



**Create Analytics Dashboard with PowerBi and Tableau - Udemy**



**Microsoft Certified: Power Platform Functional Consultant Associate - Microsoft**

Issued Apr 2022 - Expires Apr 2024

I223-2938



**Microsoft Certified: Power Platform Solution Architect Expert - Microsoft**

Issued Aug 2022 - Expires Aug 2024

I384-7643



**Microsoft Certified: Power Platform Fundamentals - Microsoft**

I414-4776



**Microsoft Certified: Dynamics 365 Fundamentals (CRM) - Microsoft**

I473-4024



**Bachelor's degree qualification - Ono Academic College**



**Teamwork foundations - LinkedIn**



**Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate - Microsoft**

Issued Jul 2023 - Expires Jul 2024

2607A4ECDAFC2A0F



**Create and manage automated processes by using Power Automate - Microsoft**

B786A928B7A7B421



**Create and manage model-driven apps with Power Apps and Dataverse - Microsoft**

B67D77E39F03F9F1

## **Skills**

Microsoft Dynamics CRM • Microsoft Power Automate • Microsoft Power Platform • Azure DevOps • Microsoft Omnichannel for Customer Service • Software System Analysis • Microsoft Power BI • Microsoft Excel • Dynamics 365 Customer Voice • Microsoft Power Virtual Agents