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(LinkedIn)

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[join.slack.com/t/slack-3rq5168/](https://join.slack.com/t/slack-3rq5168/shared_invite/zt-1u7fh0y5g-EbKs64zedoXVV36v83aJbA)

[shared_invite/zt-1u7fh0y5g-
EbKs64zedoXVV36v83aJbA](https://join.slack.com/t/slack-3rq5168/shared_invite/zt-1u7fh0y5g-EbKs64zedoXVV36v83aJbA)

(Other)

Top Skills

Microsoft Dynamics CRM

Microsoft Power Automate

Microsoft Power Platform

Languages

Hebrew (Native or Bilingual)

English (Professional Working)

Certifications

Microsoft Certified: Power Platform
Solution Architect Expert

Microsoft Certified: Power Platform
Fundamentals

MongoDB Essentials - Understand
the Basics of MongoDB

Create Analytics Dashboard with
PowerBi and Tableau

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

Roei Redler

CRM Dynamics specialist at abra Microsoft Solutions || 5x Microsoft
certifications || 2x Applied Skills#

Center District, Israel

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

abra Microsoft Solutions

CRM Dynamics specialist

August 2022 - Present (1 year 6 months)

Israel

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.

MalamTeam

CRM Dynamics specialist

February 2022 - July 2022 (6 months)

Central, Israel

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

Israeli Ministry of Defense

3 years 3 months

Shift Manager/Vice Manager

December 2020 - January 2022 (1 year 2 months)

Central, Israel

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

November 2018 - December 2020 (2 years 2 months)

Central, Israel

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.

Israeli Air Force

Aircraft Interceptor

August 2015 - March 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)

Premilitary Academy "Elisha"

graduate, Bible/Biblical Studies · (2014 - 2015)

Amit Kfar Ganim Yeshiva

graduate, A high school diploma · (2008 - 2014)