

Contact

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(LinkedIn)

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
Teamwork foundations

Roei Redler

CRM Dynamics specialist at abra Microsoft Solutions
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 (8 months)
Israel

abra Microsoft Solutions is a Gold 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)