- ☒ **Proven experience of 7 years at the technology fields focused on IT, high level support & customer facing.**
- ☒ **Proven experience of 2 years of management by leading, coaching and handling staff including full lifecycle.**
- ☒ **Manage full life cycle of large and complex environments and technical projects.**
- ☒ **Review entire environment and execute initiatives to reduce failures, improved optimization & SLA standards.**
- ☒ **Willingness to work overtime, twenty-four (24) hour call as needed, and travel abroad when required.**

Education, courses and qualifications:

- ➢ **2008-2011** – **B.A in Business Management,** Peres Academic Center, Rehovot.
- ➢ **2010-2011** - **MCITP: Enterprise Administrator,** PracticU, Rishon-Lezion.

Professional Experience:

2015 -   **Cloud Services Specialist –** Click Software Technologies LTD, Petah-Tikva.

Hands-on TL to the organization's services & servers on behalf of our enterprise customers:

Active Directory	Microsoft Servers	powershell	Disaster Recovery	Sisense	Security	Networking	Netscaler
OpManager	Nagios	Microsoft Azure	Salesforce.com	FTP	Software as a Service (SaaS)	Mail Relay	Confluence
Snort	Kaspersky	IIS	DNS	Amazon Web services	Microsoft SQL Server	Telerik	Automation	DHCP

- **Effectively lead Tier-3 Operations team** while building positive professional relationships with customers.
- **Set priorities, monitor progress towards goals**, and track details/data/information/activities.
- Effective day-to-day **management & prioritization** based on customer's needs.
- Focal-point to **escalations on combined issues related to IT-wise & internal application platforms**.
- Executing **'Ticket Deep Dive'** by developing strategies for improvement.
- **Settings team and personal meetings** on a regular basis, yearly feedback and goals planning.
- **Speak, listen and write in a clear**, thorough & timely manner using appropriate and effective communication.
- **Empathy by sharing technical knowledge** with team members to develop team members' capabilities.
- **Ability to work in a high stress environment**, collaborate closely with peers, strong communication skills.
- Major projects:
  - o Acted as a team-leader to the NOC team (Tier-1) until appropriate replacement was held.
  - o Establish from scratch the Tier-3 Operations team including recruiting, training and managing.
  - o Improved transparency regarding to team's duties and projects in front of the management.
  - o Efficient team's independency and workflow for greater performance and team's abilities.
  - o Succeed to unified team's multi knowledge-bases onto dedicated portal.
  - o Promoted the NOC engineers to desired positions.

2013 - 2015   **Systems Expert** - eToro, Tel-Aviv.

Maintaining to the corporate's systems, R&D and LAB domains:

Active Directory	EMC Networker	VMware	Microsoft	Netapp	Ubuntu	Backup Solutions	Data Centers	Disaster Recovery
Mentoring	Production	ITGC Audit	SQL Server	Purchase	Cloud Migration From local Servers	Nagios	Tableau	Google Apps
Veeam	emc vmax	PRTG	Tape Libraries	EMC DataDomain	Cisco Firewall Security	Splunk	Skytap

- Manage and establish **multi OS global data-centers** with hundreds of virtual & physical servers.
- Advance and deep experience to system elements such as **Virtualization infrastructure & products**, **big storage platforms** and **wide backup solutions** along with developing **DR plan strategies**.
- **Conducts IT projects of all complexities and sizes**; from standard OS upgrade to large scale re-infrastructure purpose, abroad datacenter deployment from scratch and relevant core upgrades.
- **Writing and updating technical product documentation**, including user manuals, installation and maintenance instructions, technical bulletins, and other technical publications.
- In depth knowledge and experience of client's technology risks associated with application development processes, business processes and **IT general controls (ITGC)**.
- **Manage vendor relationships** as daily operational needs. PO review and budgeting responsibility.
- **Research for new technologies** and present recommendations according to the organization needs.
- Full responsibility of the **IT's HW/SW inventory** and work with external vendors and suppliers.

2011 – 2013   **Systems Administrator** – eToro LTD, Tel-Aviv.
2010 – 2011   **Windows Systems Administrator -** Tender Loving Care, Tel-Aviv**.**
2009 – 2010   **IT Support Technician -** Ministry of Education, Rishon-Lezion**.**

Military Service: Military Police, Training & Video Editor NCO.   **Languages:** Hebrew – Native. English – Fluent