SHALEV OSHER

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Kadesh Blvd. 39 Apt 33 Ashkelon, Israel 7850137

Experienced Technical Support Specialist with a proven track record of ensuring smooth operation of servers and microservices. Skilled in troubleshooting and resolving technical issues promptly. Possesses extensive networking and system administration expertise, along with proficiency in executing database queries. Adept at utilizing SQL databases, Kibana, and AWS for log analysis and service recording. Successfully manages a technical department, fostering efficient workflow and effective issue resolution. Demonstrates proficiency in working with internal ticketing systems and adhering to SLA workflows to meet client needs.

EXPERIENCE

Voicenter - *Technical Support Specialist Tier 2*   *2023 - Present*
- Collaborating closely with Development and DevOps teams using Jira to address issues, configure features, and enhance workflows.
- Delivering comprehensive support to both VIP and standard clients across the company's suite of products and features, encompassing call center operations, API integrations (leveraging Kibana), networking, and Amazon Web Services (AWS).
- Conducting rigorous QA testing on features and servers as per requests from Development and DevOps teams.
- Offering advanced technical support to Tier 1 specialists on intricate issues and configurations.
- Co-developing a troubleshooting tool in collaboration with the Development team, empowering Tier 1 technical support.
- Proactively diagnosing and resolving live issues across a multitude of servers, leveraging PRTG for predictive analysis.
- Providing comprehensive training and ongoing support to end-users on software, hardware, and network standards.

Voicenter - *Technical Support Specialist - Strategic Customers*   *2021 - 2023*
- Provided technical support for telephone systems on the cloud.
- Wrote guides and presentations, conducted apprenticeships, and administered exercises.
- Handled complex issues for strategic customers.
- Managed the accounts of our largest clients on-site.
- Worked with ASTERISK, SQL, alongside IT, engineering, and development departments.

Voicenter - *Technical Support Engineer Tier 1*   *2021*
- Conducted analysis of current VoIP networks and computer systems.
- Resolved VoIP network complications through troubleshooting.
- Evaluated and enhanced network security measures and protocols.
- Assessed customer needs for advanced service offerings, collaborated with businesses, and devised voice solutions.
- Offered initial technical support to clients via calls, emails, or tickets.
- Identified and resolved technical problems reported by clients.
- Generated and oversaw support tickets, escalated unresolved matters, and kept clients informed of progress updates.

ILDC - *Quality Assurance Tester*   *2018 - 2021*
- Executed QA tests within Sagemcom LAB for Altice (HOT) company's products, primarily focusing on set-top boxes.
- Performed daily quality assurance testing of set-top boxes to ensure adherence to standards and specifications.

Military Service - *IDF*   *2015 - 2018*
- Performed vehicle treatments and utilized test equipment to ensure optimal functionality.
- Removed and installed vehicle assemblies in accordance with established procedures and safety protocols.

EDUCATION

Kernelios - Cyber/Computer Forensics and Counterterrorism   *2021 - 2022*
  - Certified Hands-On Cyber Security Specialist + MCSA + Linux (450 Hours), 2023

KEY SKILLS

- Troubleshoots, executes server queries, and monitors systems.
- Leads teams and assumes responsibilities.
- Creates and works swiftly.
- Understands network workflows.
- Is motivated and learns quickly

ADDITIONAL INFORMATION

- Languages: Fluent in English, Native Hebrew Speaker