***Tomer Goren*** │ [Tomergk10@gmail.com](mailto:Tomergk10@gmail.com) │ +972-527325732 | Ra'anana

[LinkedIn](https://www.linkedin.com/in/tomer-gorodenchik-623310192/) | [GitHub](https://github.com/tomergk) | [My-Portfolio](https://my-portfolio-fnx5.onrender.com/#contact)

Looking for a workplace with many opportunities and growth potential.

**Skills:**

Independent learner and can handle multiple assignments at once with high work ethics.

**Education**

**2018 - Present - Open University, Israel**

Candidate for Bachelor **Computer science and Psychology**.

**Technologies**

**Programming languages:** Java, C, Python, VBA

**Front-End:** HTML5, CSS3, Bootstrap, JavaScript ES6, React, EJS, jQuery.

**Backend**: Node.js, Python, Express, RESTful API.

**Database**: SQL, PostgreSQL, MySQL, MongoDB, Mongoose, Authentication.

**OS**: Windows and Linux

**Tools**: Git, GitHub, Elastic-search (Kibana), Jira, Salesforce, Site24x7, Grafana, ICINGA, OPSView, VisualCron, SPSS, Microsoft Office Suite, vSphere, VS, Atom

**Other Courses**: NLP practitioner (Results academy), business & patents course (MAT"I), Web Development Bootcamp.

**Work Experience**

**2020 - Present** - **NOC Technical Engineer** at **NAYAX** cashless payments solutions

Monitoring and responding to events and various technical problems in a complex environment to provide effective solutions in real-time about devices such as vending machines, self-check-out stations and electric vehicle chargers.

Providing technical issue resolution with worldwide customers, includes deeping investigations activities on production environment, network and business transaction reports, Documenting and troubleshooting.

Monitoring services (QA, Prod) infrastructure health, CPU and Memory Usage, Disks space, security, Bi reports.

Working with clients, account managers, technical and support representatives to resolve app problems.

Resolving and escalating issues by using internal and external tools, monitoring, documenting and taking preventative steps to ensure issues do not occur and involved in high-level security actions.

**2018 - 2021** - **Courses Coordinator** at **The Open University**

Selling out-source courses and giving client service.

Developed time management skills, quality work under pressure and kindly customer service.

**2013 - 2018** **- Teaching Guide** at **Road Safety Services**

Teaching and guidance for elementary, middle, and high school students.

Aside from teaching, i had an excellent responsibility for finding new technological ways and features to improving the teaching system in the company.

**2016 - 2017 - Manager** at **Adrenalin in the field**

Management about ten employees, training groups of 2-100 people from various organizations and companies such as Security, high-tech, schools and others, while ensuring a high level of safety rules.

This position required strong performance under pressure, multitasking, be representative and empathetic.

**Military Service**

**2008 - 2011 - I.D.F** at Home Front Command**'s Rescue and Training Division**

Served in three roles: Fighter, Operations Sargent and Krav-Maga instructor.

Primary responsibilities: managing several rescue cars includes rescue tools with high technology capabilities that used in Israel and abroad.

**Languages:** Hebrew (Native), English (Fluent)

passion for solving problems and process optimization.