***Tomer Gorodenchik***

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# Education

**2016 - Present - Open University, Israel**

Candidate for Bachelor of B.A in **Computer science and Psychology**.

# Experience

**2020/01 - 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 quickly in real-time about devices such as vending machines, self-check-out stations and electric vehicle chargers.

Providing technical issue resolution with worldwide customers.

Investigating activities of the production environment, network and business transaction reports.

Monitoring services, infrastructure health, CPU and Memory Usage, Disks space, security, Bi reports etc.

Involved in

Documenting troubleshooting and problem resolution steps.

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

Investigating resolving and escalading issues by using viraty of tools, Kibana, ICINGA, monitors, and other more softwares in internal development of the company while documenting the information 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**](https://he.wikipedia.org/wiki/%D7%A4%D7%99%D7%A7%D7%95%D7%93_%D7%94%D7%A2%D7%95%D7%A8%D7%A3)**'s Rescue and Training Division**

Served in a number of roles: Fighter, Operations Sargent and Krav-Maga instructor.

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

# Key Skills:

I'm a social person, team player, self-learner, can handle multiple assignments at once, high work ethic, passion for solving problems and process optimization.

# Knowledge and Skills

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

**OS:** Windows, Linux

**Softwares:** Elastic-search (Kibana), Jira, Salesforce, Site24x7, Grafana, ICINGA, OPSView, VisualCron, SPSS, Gold, Microsoft Office, PostgreSQL.

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

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

Recommendations will be provided upon request