


Enav Hidekel

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Summary

I have vast knowledge and experience with implementing and maintaining a mixed environment including MS and Linux\Unix, Data communications and cellular data networks. I also have a lot of experience training and instructing large and small groups.

I'm an ambitious and initiative person, self-taught and always willing to take on a challenge.

Specialties: * Process characterization and planning abilities.

* Constructing and implementing training arrays.

* Excellent control of Microsoft Office applications.

* Specialization Course on Data and Data Communications

Experience

Devops Engineer

MyHeritage

Jun 2018 - Present (2 years 6 months +)

Production Specialist, Service Center

LivePerson

Mar 2016 - Jun 2018 (2 years 4 months)

Member of the SaaS Operations team, responsible for securing maximum service availability (99.99% yearly uptime) of all systems in production in a microservices environment modeled as APIs.

- Ongoing system administration and operational support of a mixed Linux/Windows based environment including physical and virtual servers, containers (Docker, Kubernetes), Web & App tiers.

- Operating and maintaining Databases such as Oracle, Vertica, MySQL, Couchbase, MongoDB, Cassandra.

- Familiarity with CM tools - mainly Puppet, DVCS - GitHub, CI tools - Jenkins, TeamCity, stream processing tools like Storm, Kafka and network management tools like f5, Akamai.

- Java logs analysis either directly as a text file or aggregated on Logstash / Kibana as part of my day-to-day work, as well as with monitoring tools (Zabbix, Dynatrace, 1000eyes) and metrics analysis (Graphite, Grafana).

- Detailed Linux experience includes: troubleshooting performance issues using built-in tools.

Networking configuration and troubleshooting as well as handling disks, partitions and filesystems management.

- Increased Production team's efficiency by automating a lot of manual work using mainly Bash and Python.

I took on the role of Knowledge Manager leading the implementation of a new KB via 'ServiceNow' for my team as well as for the NOC team. Furthermore, I took part in sponsoring and tutoring new NOC members into the company and educating them in their first days at the company.



OAM&P Expert - Operations Administration and Maintenance

Orange

Jul 2012 - Mar 2016 (3 years 9 months)

- Managing and maintaining all of Partner's Cellular Administrative Applications – Ericsson OSS-RC, CA applications, Netcool applications etc'.
- Solid experience as System Administrator, Integrator & Maintenance of complex applications.
- Unix/Linux administration: mainly Red Hat, Solaris and SUSE.
- Windows server 2003/2008/2012.
- Vast experience writing SQL queries-based monitoring, and using databases such as: Sybase, MySQL, Oracle, MSSQL.
- Scripts: Perl, Bash/Shell, VBScript.
- Web Services: Apache, Tomcat, HTTPS & SSL, IIS.



Senior Data Representative, Data Center, Advanced Services Department

Orange

Feb 2011 - Oct 2012 (1 year 9 months)

- Managing a team of 8 representatives that's in charge of testing (QA), planning, and constructing technical support documents for internal use in Orange Company and also for its clients – for cellular devices before and after launching them.
- Advising the representatives with technical knowledge.
- Managing the professional objectives of the representatives in the team.
- In house professional support (company employees).
- Handling strategic clients\complex tickets- with the manufacturers and importers (Apple, RIM, and IBM).
- Technical support of advanced cellular services, enterprise access, WAP applications.
- Performing QA analysis for mobile applications and cellular devices – QC (Quality Center) systems.



Data Representative, Data Center, Advanced Services Department

Orange

Nov 2009 - Feb 2011 (1 year 4 months)

- Technical support of advanced cellular services, enterprise access, WAP applications
- Extensive knowledge with cellular OS (iPhone OS, Android, Symbian, Palm OS, Blackberry, Windows mobile).
- Performing QA analysis for mobile applications and cellular devices
- Technical Support representative at the Data Center.
- Tutoring and training new representatives.

Education



Afeka Tel Aviv Academic College of Engineering

Master of Science (M.Sc.), Engineering and Management of Service Systems

2014 - 2016



Ono Academic College

Bachelor of Business Administration (B.B.A.), Information Systems Analysis

2012 - 2014



Jhon Bryce College

2007 - 2010

Skills

Cellular • Mobile • Mobile Applications • VAS • Blackberry • QA • Attention To Detail • Administration • Microsoft Office • Server Management

Honors & Awards



Graduated With Honors B.B.A - Ono Academic College

Feb 2014

Graduated With Honors - B.B.A, Information Systems Analysis



Graduated With Honors M.Sc - Afeka, College of engineering

Feb 2017

Graduated with honors - Engineering and Management of Service Systems (M.Sc).