

CV- Zvi Weissberger

Ramat Gan, Israel | 054-4705964 | zviweissberger@gmail.com

I am a highly motivated, quick learner, with excellent inter-personal skills as well as experience in leading complex tasks and oversee their execution - initiation to completion. I am looking for the opportunity to put my skills, education and passion into practice as a SOC Analyst / IT team member.

EDUCATION



2021: SOC Boot Camp Training- Israel Tech Challenge.

2018-2020: LL.B, Law Bachelor degree Student. "Shaarei Mada ve Misphat" Academic Center.

2001-2007: High-School Education-Bnei Akiva Talmudic College.

Technological Skills:

OSI TCP/IP Networks, Siem Systems, Linux & Windows Operating Systems, SQL, Python Programming Language.
Office Suite, ERP.

Professional Experience



2021-Today: Technical Support Representative – Bezeq

- Support clients with internet infrastructure and hardware related issues.
- Guide clients through the analysis process to locate the root cause of the issue – and solve it.
- Support clients by understanding their requirements and suggest the most suitable technological solutions to their needs.
- Work in a fast-pace environment while meeting the departments goals.

2019- 2020: Law Internship, Family and labor law firm.

- Provide customer care to the firm's clients.
- Review and revise law statements of claim.
- Review and submit legal cases to be handled at a court of law.

2018-2019: Customer Recruitment – "Hameamenet- preparation for Bureau Tests".

- Customer facing calls – understand their needs and suggest the best courses to meet them.
- Meet designated goals.
- Management of the company's online site and activity.

2013-2018: Shift Manager, Teva Pharmaceuticals.

- Management of information security inspections, ensuring that information security policies are met and regulated.
- Customer facing role in a fast-paced environment.
- Ensure high quality of service provided to the client's by the office and it's team during shifts.
- Management and leadership of a team of five members – train, support and ensure they meet the team's goals.

2009-2012: Military service: Infantry combat soldier and communications operator- Paratroopers.

LANGUAGES



Hebrew: Native tongue.

English: Native tongue equivalent.

Thank you for taking the time to review my application.