



ROTEM AKERMAN

<https://rotemakerman.com>

A confident and reliable problem solver with extensive practical experience of addressing challenging software problems. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail.

Keen to find a challenging position with a successful and ambitious company that offers opportunities for career development and advancement.



40 Bitsaron St.
Tel Aviv



16.12.1987



+972-52-8380165

flayla@gmail.com

EXPERIENCE

2016 - present

Zerto

Senior Support Engineer (Tier 3) and Technical Leader

Responsible for supporting the company's customers (enterprise and cloud providers).

Deploying and maintaining Zerto solutions (SaaS) and related tools.

Working in a multi-tasking atmosphere, while prioritizing tasks under pressure.

- *Development of tools (C#) to support client side issues and improving company work flows.*
- *Working closely with product managers, development, QA, account managers, professional services and solution engineers.*
- *Responding to escalated cases using Sales-Force system, emails and phone.*
- *Resolving complex technical issues by research, deep log analysis, reproductions and advanced troubleshooting.*

Areas of expertise:

- *Virtualization and Cloud: vCenter, Hyper-V, AWS, Azure and VMWare vCloud Director*
- *PowerShell*
- *SQL*
- *Networking*

2012 - 2016

Verint

Senior QA Engineer

Responsible for maintaining all aspects of the site quality management in an Agile test management environment.

Supervising all regulatory compliance activities and helping to enforce quality assurance policies and best practice principals covering the safety, design, production and inspection.

- *Working with the company's overseas clients and providing training at customer sites.*
- *Responsible for monitoring and maintaining quality and compliance targets.*
- *Communications and protocols testing: TCP, UDP, RTP, SIP, HTTP, SMTP, POP, IMAP, IMSQL (MSSQL, Sybase)*
- *Analyzing network traffic with network packets sniffing tool - Wireshark*
- *Windows/Unix environments*
- *Scripting in Batch and PowerShell*
- *Test types: Functional, Interfaces, Usability, Performance, Installation, Compatibility, GUI.*
- *Identify training needs and recommendations to improve customer experience.*

2011 - 2012

Elbit Systems

QA Team Leader

Responsible for taking a lead role in the quality control department of the company.

Ensuring continuous improvement within the quality control systems and culture. Reporting results and project updates to senior management. Implementing the quality management system.

2009 - 2011

Elbit Systems

QA Engineer

Planning, writing and executing manual test cases for a large scale C4i distributed systems.

EDUCATION

2001 - 2005

Tichon Hadash

Matriculation certificate - Computer Science Major

ISTQB

Foundation Level certificate

ARMY EXPERIENCE

2006-2009 Non-commissioned Officer at the artillery forces.

Working with IDF "Digital Army" system (C4i).

Commanding 8 soldiers. Achievement: Outstanding NCO at Operation "Cast Lead"

PERSONALITY

✓ Communicative

✓ Energetic

✓ Collaborative

✓ Enthusiasm

HOBBY



Technology



Social Media



Magic

SKILLS

✓ Good communication - written and verbal skills

✓ Creative thinker

✓ Effective interpersonal skills

✓ Team Player

LANGUAGES

Hebrew



English

