Gidi Rabi

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My Website

EDUCATION

University of Ariel   *Ariel*
BS.c in Computer Science - Present   *2022-2025 : Second Year*

EXPERIENCE

Clalit Health Services   *Ramat Gan*
Medical Help Desk Support: Surgery Approvals, Multi-Platform Assistance   *Aug 2023 - Jan 2024*
- Managed calls, emails and online inquiries from customers and provided solutions.
- Troubleshoot customer issues and identify the root causes of problems.
- Collaborated with team members to improve customer service and support processes.
- Updated and maintained documentation of customer support processes, procedures and guidelines.

The Phoenix Insurance Company Ltd   *Givat Shmuel*
Multi-Platform Customer Service Representative: Life Insurance & Pension Specialist   *Jan 2022 - Oct 2022*
- Presented to potential customers to explain the value of our products and services.
- Demonstrated excellent customer service and problem-solving skills.
- Developed strong customer relations by providing accurate information and solutions to customer

Bezeq International   *Petah Tikva*
Internet Technical Support Specialist: Server and Network Access Operator   *Oct 2021 - Jan 2022*
- Troubleshot and resolved complex technical issues efficiently.
- Assisted customers with software, hardware, and network related issues.
- Installed and configured system software and applications to meet customer needs.
- Provided technical support through remote service.
- Skilled in diagnosing and resolving complex technical issues in a timely manner.

INVOLVEMENT & LEADERSHIP

University of Ariel   *Ariel*
Integration Program Project   *Oct 2022 - Apr 2024*
- Provided support and assistance to an autistic student through the Integration Program Project, accompanying him to social events and outings. This facilitated his engagement with the community and helped improve his social skills.
- Utilized patience, empathy, and effective communication to foster a supportive environment and encourage participation in social activities. This boosted the student's confidence and sense of belonging.

SKILLS

Tools: WIN/MAC/LINUX OS, Skilled TroubleShoot, Microsoft 365, Virtualization software, Version control systems, Integrated development environments
Programming Languages: Python, Java, Html, Css, C, C++, C#, SQL
Personal Projects: Pacman, Scientific Calculator, 2D Shapes drawing board, Viking Chess

LANGUAGES

Hebrew - Fluent   English - Fluent   Spanish - Intermediate