

System Engineer / Support Engineer

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Summary

- **8 years** of experience in **IT infrastructure**, including **3 years** in **System Engineering (Linux, SQL, Bash) - Intel, One Technologies, and Synamedia (Cisco)**.
- Experienced with **Red Hat system administration, automation scripting in Bash**, and **AI-based internal tool development**
- Skilled in **SQL database management, backup strategies, troubleshooting** complex technical issues, and **managing escalation** to keep track of ongoing issues.
- **Led on-site IT support** for clients like **CAL, Meuhedet, ExLibris**, and the **Bank of Israel**, and **supported over 350 users and 200+ setups**
- Proven track record in analysing and resolving **complex bugs** in **production environments**, with strong **collaboration** in **cross-functional teams**.
- Frequently requested by clients to handle their issues personally due to **technical proficiency** and **reliability**.

Experience

2022 - Present **System Engineer, Synamedia**

- Daily **administration and troubleshooting** of **Linux systems** (primarily **Red Hat 8**).
- **Expertise in SQL database management**, including querying, optimisation, and maintenance.
- Developed and maintained automation scripts using **Bash**, enhancing the system's efficiency and reducing manual workloads.
- Collaborated with **cross-functional** teams to ensure seamless operation and system reliability.
- Detected, analyzed, and resolved **complex bugs** encountered in production environments.
- Participated in **team brainstorming sessions** to investigate and resolve high-impact technical issues affecting customer infrastructure.
- **Resolved complex technical issues**, ensuring **minimal downtime** and optimal performance.
- Identified operational needs within the team and proactively **developed internal tools** using **AI-based solutions** to automate and streamline repetitive tasks.
- Performed regular **backups** and **system recovery tests** to ensure business continuity.
- Provided **Tier 2/3 support** to resolve **escalated incidents** within **SLA** timelines.

2019 - 2022 **IT Technician, ONE Technologies**

- **Provided on-site IT support and technical assistance** for a wide range of institutional and **corporate clients**, such as Meuhedet, Isrotel, CAL (Credit Cards), **Maccabi**, Municipality of Jerusalem, Bank of Israel, Bank Mizrahi, **Ex-Libris, Imperva**, and more.
- Served as **CAL's main IT technician**, overseeing **daily maintenance, user support**, and office **IT setups**.
- Frequently requested by clients to handle their issues personally due to **technical proficiency** and **reliability**.
- Participated in the **full IT setups**, installed and configured workstations and **system software** in **production environments**.
- Delivered **troubleshooting** and **incident resolution** across **hardware, software, and Windows** environments.

2017 - 2018 **DMA team (system, HW, and networking support team), Intel**

- Supporting **350+ users** (local and external users), and **200+ setups**
- Maintained a **deployment server (automation for OS installation)**
- Managed ~30 bare-metal machines for internal processor **validation** and testing.
- Handled daily **configuration** and **maintenance** of systems connected via KVM-over-IP to allow remote access for users conducting **CPU performance** and compatibility testing.

- Regularly replaced processors and updated drivers/components per **testing needs**.
- Monitored and resolved **hardware** and **software** issues affecting the testing environment to ensure system stability and availability.

Military Service

2013 - 2016 IT Technician / IT Support Team, **Base 108, Tzrifin, IAF**

- **Managed** and **maintained** the computer systems, printers, and peripherals.
- Worked with **Windows OS** (7, XP, 8, 10, NT) and Office, Active Directory management, and various **software/hardware** issues.
- Collaborated with **Taldor**, **Bynet**, and **Getter** for **support escalation**.

Education & Certification

2011 - 2013 **Practical Electronics Engineer**, ORT

2022 **Linux Certificate**, Udemy

2023 **Python Certificate**, Campus-IL

Professional Skills

Programming & Scripting – **Python, SQL, Bash**

Operating Systems & Platforms – **Linux (RedHat), Windows Server, Active Directory**

Tools & Technologies – **Docker**, Ghost Imaging, Antivirus Tools, **AI Tools** (ChatGPT, Copilot)

IT Support & Infrastructure – **Hardware Troubleshooting**, Remote Support (**RDP, TeamViewer, AnyDesk**), **Technical Documentation**

Ticketing & Workflow Systems – **Jira, ServiceNow**

Languages

Hebrew & French - Native | **English** - Fluent