

Alon Shoshan

Contact Details

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Links

[LinkedIn](#)

[Portfolio](#)

Skills

HTML

CSS

Javascript

PHP

SQL

React.JS

Angular

Node JS

MongoDB

JIRA

QA Manual

QA Automation

Adobe Creative Suite

Languages

English

Hebrew



Summary

Experienced autodidact Tech Support/QA Engineer with 6+ years of experience looking for new opportunities and professional challenges.



Work Experience

Customer Support and QA, Advision Software Solutions

2020 - Present

- Worked with major global TV channels, casting and production companies.
- Developed various system features and UI/UX enhancements (HTML/CSS/JS/PHP/MySQL)
- Designed web landing pages as per the customer's requirements
- Provided technical expertise and troubleshooting, conducted online system trainings and demonstrations and offered insights and tips on how to use system features.
- Proactively identified bugs and glitches and performed QA test cycles prior to new version deployments.
- Technical writing: created an in-depth system knowledge base for the customers' benefit.

Implementation and Support Lead, Operative

2016 - 2019

- Provided technical expertise and troubleshoot around Digital and Linear ad management, Broadcast Sales, Traffic, Content & Rights technologies and industry best-practices to major global clients (BBC, Star India, Fox, Reshet-13).
- Lead a successful software upgrade implementation project per the client's requests, budget, and timelines from the early stages to full day-to-day use in production.
- Conducted systems demonstrations to global clients both in-person and via online meetings.
- Executed QA testing cycles under Scrum and Agile methodologies prior to new version deployments.

IT Help Desk Technician, The Hebrew University of Jerusalem (Part-Time)

2015 - 2016

QA Tester, uTest Community (Freelance)

2015 - 2016



Education

B.A, History and the Humanities , The Hebrew University of Jerusalem

2013 - 2017



Courses

Web Full Stack Development, HackerU

2020 - 2021