

# Technical Support Engineer Tier-3

## HANAN COHEN

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### SUMMARY

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Highly **technical and customer-oriented**. Years of hands-on experience with a wide array of **backend** and **frontend** technologies and quickly learning new ones. **Troubleshooting** problems by querying **SQL** and **NoSQL** databases, **log-files** and **Chrome dev tools**. Aliases between all parts of the **organization** - clients, internal users, product, R&D, and operations. Adapt my message to the technical level of the audience. **A Peoples person**. Organizational, interpersonal and administration skills are essential tools in my professional toolbox. Feels great in the energetic environment of **startups**. Excellent written and spoken **English**.

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### PROFESSIONAL EXPERIENCE

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**2018 - 2020**

**Technical Support Engineer @ Intelligo**

- Tier 1 – Tier 3
- Responsible for applicative technical support to an internal department which uses the company's B2B SaaS system.
- Receives problem tickets to the Zendesk ticketing system.
- Monitors the production environment - tracking the performance of REST APIs and content of JSON records in MongoDB. Escalates production problems to R&D.
- Investigates and debugs data problems in MongoDB.
- Investigates and debugs front-end problems using Chrome dev-tools.
- Analyses email problems that are sent from the system to the customers.
- Develops and uses diagnostics and troubleshooting dashboards - Kibana and MongoDB views/aggregates.
- Handles automated problem tickets that are sent from the system to Zendesk.
- Replicates complex problems and opens bugs and feature requests to R&D that work in the CI/CD methodology.
- Liaising between and interacting with all the teams of the company – management, sales, operations, research, customer success, product and R&D.
- Reports bugs to QA, R&D and the Product teams in Youtrack and following up the fixing process.
- Writes and update support procedures in Confluence.

## 2008 – 2015

### Webmaster @ Bloomefield Science Museum Jerusalem

- Managed the website, developed on the Drupal CMS.
- Wrote front-end code in HTML & JS.
- Wrote backend code in PHP.
- Managed the MySQL database.
- Implemented, managed and supported the Moodle Learning Management System (LMS).
- Participated in the development teams of international projects.
- Created and edited video content for the website and for museum exhibitions.

## 2001 – 2008

### Webmaster & Consultant @ Shatil

- Managed the migration of the website to the Drupal CMS.
- Created and operated the biggest online job board for NGOs in Israel.
- Consulted and instructed social change organizations about the use of digital technologies.
- Managed the implementation of the Priority CMS/ERP. Supported 80 users - management and staff.

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## EDUCATION

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Photography and digital art – Camera Obscura school of photography

Certified Information Specialist – Beit Berl College

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## APART FROM WORK

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An activist in the Israeli internet scene. Interviewed by the Educational TV as an Internet hero. [See video](#).

Known for my website [irrelevant.org.il](http://irrelevant.org.il) (since 2002) where I comment on internet rumours and chain letters (~1 Million page views per year).