

Neil Hofman

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Detail-oriented and patient Technical Support Specialist and Team Lead with 15+ years of experience in advanced IT support, system administration, and customer-facing technical solutions. Known for my calm, professional approach and strong interpersonal skills, which enable me to mentor teammates, collaborate with global teams, and bridge gaps between users and product teams.

- ✓ Skilled in resolving complex technical issues, building cross-functional workflows, and creating documentation that empowers both users and internal teams.
- ✓ Strong communicator with the ability to explain technical concepts clearly to diverse audiences and translate challenges into practical, lasting solutions.

Professional Experience:

2019 – Present: **Customer Service Technical Specialist & Team Lead**, Rapaport Diamond Listings
Served as the key liaison between Customer Success/Service and Development/Product teams, validating features and reducing post-deployment issues.

- Led custom API integrations and widget development to enhance Tier 2/3 issue resolution and improve platform performance.
- Provided backend administration and support for a global portfolio of users.
- Analyzed and tested client-side code to support seamless implementations and improve platform stability for 16 systems.
- Developed internal workflows, training and mentoring materials to support Tier 1 agents.
- *Built and maintained the company's [technical support knowledge base](#) accessed by over **5,000 users**, significantly reducing support requests and onboarding time.*
- Contributed to QA testing and validation before feature deployment and system updates.
- Wrote and maintained user-facing help documentation and internal support materials.
- Resolved **20–30 advanced support tickets per week**, managing backend systems and technical troubleshooting for a user base of **960K+ global users**.
- Documented thousands of technical issues and fixes, creating a searchable resource that empowered support teams and streamlined issue resolution.
- Designed and implemented a custom **Salesforce button system** that synced data across **four internal platforms**, reducing manual errors and saving hours weekly.

2015 – 2019: **Tier 2/3 Helpdesk & Technical Lead**, Altria Israel

- Delivered advanced IT support: troubleshooting bugs, system diagnostics, and data loss prevention.
- Managed IT support and administration for **150 users** across **10 systems**, ensuring business continuity across offices in **Israel, China, Las Vegas, and Miami**.
- Developed and launched an **automated onboarding process** that integrated users into **three systems**, cutting onboarding time from weeks to days.
- Handled software provisioning, platform optimization, and cross-department system access.
- Oversaw system migrations and identified tools to streamline performance and boost scalability.
- *Built and launched a fully operational **remote U.S. office in just 3 days**, well ahead of the 1-month target timeline.*

2008 – 2015: **Network Administrator**, KPMG-Samech Chaiken

- Managed HP Blade servers, NetApp storage, VMware environments, and SQL clusters
- Designed and implemented DR and backup solutions, including a dedicated data recovery center.
- Acted as primary liaison between Israel and US teams to ensure streamlined technical alignment.

- Developed process manuals and a custom indexing system that significantly enhanced internal knowledge management and reduced IT workload.

Certifications:

IT System Management Certification, University of South Africa

Microsoft Certified Systems Engineer (MCSE), Allembly Campus

BladeSystem Administration, Hewlett-Packard

Data ONTAP System Fundamentals & Advanced Solutions Administrator, NetApp

Full Stack & Web Development Bootcamp, Developers Institute

Technical Writing Course, Write Point

Education:

B.A. in Jewish Studies & Education, Ohr Somayach Tannenbaum College

Technical Skills:

Systems & Administration: Windows Server, Active Directory, Azure, VMware, HP BladeSystem, NetApp, QNAP, Intune, cloud-based infrastructure

Networking & Security: Cisco AnyConnect, Palo Alto GlobalProtect, RSA Secure ID, Duo, backup & failover solutions

Software & Tools: Microsoft Office, Adobe Professional, Adobe RoboHelp, Author-it, SolidWorks Suite (SolidCam, MoldWorks, SplitWorks)

CRM Systems: Zendesk, Salesforce.

Development & Documentation: API/widget integration, technical writing, training material creation, full-stack fundamentals, Jira

OS: Windows, macOS

Languages: English – *Native* | Hebrew – *Proficient*