

Dganit Hartman - Digital Content Development on Websites

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IT - Information and Digital Systems Supervisor: Digital Content Development | Websites Director | Systems Characterization

Company Name - MSR, the Israel Center for Medical Simulation @ Sheba Medical Center

Dates Employed 2015 – Present

My title at MSR is - Information and Digital Systems Supervisor.

- Establishment and management of an information website including marketing and publications in the media
- Establishment and management of digital courses for clients based on the LMS Moodle System which I created from scratch
- Characterization of an MSR core system for MSR employee requirements



Digital Media Specialist & Development Training at Science & Technology Government Administration

Company Name - Ministry of Education (Israel)

Dates Employed 2010 –2014

The main goal of this position was to adapt the Education System to 21st Century technologies.

- My activities included Developing ICT documents (Information & Communication Technology).
- Establishing (from scratch) the main website for the administration of Science and Technology (on a CMS platform), including operating digital media such as Face Book, Forums, YouTube etc.
- Promoting an annual campaign by establishing a landing page with the graphic artist.
- Website examination by Google Analyst tools.
- A main project: Establishing 20 more websites for the Technology professionals which ended as a major success. As a supervisor, I had two content writers added to my team.

- LMS Moodle System Administration
- In the last few months, my team and I established the Share Point 2010/13 and built it from scratch in a short time.



IT Team Leader

Company Name - Flying Cargo Bulgaria Ltd. - Licensee of FedEx Corporation

Dates Employed 2005 – 2009

Team Leader of Service Desk Department.

- Managing IT support for internal and external customers. The position required a high level of devotion, interpersonal skills and performance under intense pressure.
- My scope included escalation focal point, project management in IT service, building work procedures and methodology, responsibility for all service processes including account management, authorization management, change management, infrastructure processes etc.
- Personal Achievements: Outstanding employee (twice)



System support in a client setup

Company Name - MalamTeam

Dates Employed 2003 – 2005

On-site system and field technician.

Providing technical support for the company's employees. My requirements included solving network problems, operating system problems, applications, and managing domain permissions.



Technical support

Company Name - Comverse Technology, Inc.

Dates Employed 2000 – 2003

Help-Desk technician.

Providing technical support to the company employees (about 4500 worldwide). Our mission included solving network problems, operation system problems, applications, managing domain permissions, RAS support, concentration and managing global cases in WAN and LAN (infrastructure & servers). The job required good control in network administrative tools: Active Directory, MS-Exchange, User Manager, Server Manager, CA network tools for helpdesks (E2EM), Radius server, Shiva access manager, Anti-Virus server and other unique support tools.



Internal management for IBM computers

Company Name – IBM

Dates Employed 1995 – 1999

My job included internal responsibility for IBM computers with the department managers and under the supervision of IBM UK annually

Studies

LMS Moodle System Admin – [Mofet Institute](#)

SBS, Exchange, Networking: Server Managing – [Hi-tech Institute](#)

MCSE – [Hacker Institute](#)

BA Society Fields – [The Open University](#)

Skills

Creativity, independence, performance, responsibility, credibility
