

# Eyal Sinai

## IT Help Desk Technician

## | UX/UI Designer | Graphic Designer

✉ eyalsin@gmail.com

☎ +97258-5671059

🌐 LinkedIn

📁 Portfolio

I am a computer and network technician, professionally trained at John Bryce. I have experience in maintaining technology systems, managing infrastructure, and providing technical support. With my background as a graphic and digital designer, I bring skills in creative thinking, problem-solving, attention to detail, client communication, teamwork, curiosity, and adaptability to new technologies. I excel at working under pressure and meeting strict deadlines.

## Work Experience

2022 - 2024

### Video Editor and Quality Control | Draco Group

In my role as a video editor at Draco Group, I participated in a national project aimed at digitizing historical television content for the Israeli Public Broadcasting Corporation (Kan). The role included editing video and sound.

- Troubleshooting issues in DaVinci Resolve, Adobe, Windows 10/11
- Training new employees
- Writing work procedures
- Quality Control (QC)
- Meeting quantitative and qualitative targets
- Proficiency with remote support software AnyDesk and UltraViewer
- Continuous reporting and updating in data management systems using SQL and Excel

**Software used:** DaVinci Resolve, Adobe, Microsoft Access database

**Achievements and contributions:** Provided professional consultation in the field of digitization beyond the defined role, which led to the initiation of a new project and its success.

1997 - 2021

### Lead Designer and Technology Manager | kolhair.co.il website and printed newspaper | Kol Ha'Ir Jerusalem (Haaretz Group)

As a lead designer of the online magazine and printed newspaper, I was responsible for delivering high-quality brand designs.

- Designing the newspaper's website, social media channels, including advertisements and marketing materials Uploading editorial content to the Kol Ha'Ir website using WordPress

In this role, I also managed the production department and was responsible for the technological infrastructure of the newspaper.

- Computer maintenance, backups, scanning, and software installations
- Configuring Outlook email on mobile phones for staff
- Assisting employees and clients with computer troubleshooting
- Implementing work procedures and training employees
- Managing and operating the technological aspects of conferences and external events organized by the newspaper, which included operating computer systems and ensuring technical continuity at events

**Software used:** Adobe Photoshop, InDesign, Illustrator, Figma, Microsoft Office

**Digital tools and social media used:** WordPress, Facebook

**Achievements and contributions:** I created all the workflows, guidelines, and standards for graphic design work at the magazine (internal and for use by advertising agencies we cooperated with). I introduced new processes and ways of working that helped make the workplace more efficient and productive. I developed a new layout software that better suited all relevant stakeholders.

## Education

**2024**

Computer and Network Technician Course | John Bryce

**2021**

Google UX Design Professional Certificate | UI / UX Design Specialization | California Institute of the Arts | Online, non-credit (via Coursera)

**2017**

WordPress course | Haaretz Group

**1992** | Computer

graphics course | Hadassah College, Jerusalem

## Professional Toolbox

### IT Infrastructure and Software Solutions

Windows Server  
| Microsoft 365  
| Google Workspace  
| Microsoft Office  
| Any Desk | UltraViewer  
| Hyper-V  
| MacOs or Windows

### Web Development Tools:

Google Ad Manager, Google Web Designer, WordPress, Wix Studio, Webflow, landit, Pulseem

### Graphic Design and Video Editing tools

Adobe Photoshop, InDesign, Illustrator, After Effects, Premiere Pro, Xd, Figma, Davinci Resolve

## Languages

**Hebrew** – Native

**English** – Professional working proficiency