

Alex Ragen - אלכס רגן

33 Wingate

alex@alexragen.com

Zikhron Ya'aqov, ISRAEL 3094233

+972 (0)54 595 3191

EXPERIENCE

SUMMARY

I'm a highly experienced computer professional – designing, programming, and documenting software – and I've successfully worked remotely with clients in Israel, the US, South Africa, Bahrain, India, and Dubai.

I have written User Guides, Admin Guides, API Guides, Release Notes and White Papers for some of the world's leading companies in the cyber security sector: Check Point, Imperva, Preempt (now CrowdStrike), ForeScout, Discretix, General Electric, Safend, Sofaware, Promisec, Cyber Security Group (CSG), and others. I have also produced short instructional videos showing users how to perform various operations with the software.

dates	position
2012 - present	Consultant to various IT security companies in technical writing, in which capacity I researched and wrote numerous highly technical publications for various software and hardware companies (see above).
2008 - 2012	Technical Communicator , Imperva, Tel Aviv, Israel In this position I wrote proposals, White Papers, User Guides, Deployment Guides, Administration Guides, and other highly technical publications.
2004 – 2008	Consultant to various IT security companies in technical writing and / or assisting them in their obtaining Common Criteria certification.
1995 - 2002	Technical Publications Manager , Check Point Software Technologies, Ramat Gan, Israel. In this position I performed the following: <ul style="list-style-type: none">• wrote much of and assumed responsibility for all user documentation (User Guides, Admin Guides, White Papers, online help, web-based information) for all Check Point products,• coordinated support and escalation group internal and externally available documentation with Technical Publications group efforts,• coordinated with the Quality Assurance and professional courseware development groups in the company.

Tools – I have worked with Microsoft Word, Microsoft Visio, Adobe FrameMaker, Adobe Photoshop, Adobe Illustrator, Confluence, Final Cut Pro, Jira, Author-It, and other software tools.

Education –B Sc. Mathematics, Brooklyn College of the City University of New York