

Alexander Ayzin

Help Desk Specialist

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Profile

In my recent job I started as a junior help desk support and during that time I became a tier 2 specialist in that field, I acquired many new skills and sharpened old skills, I'm seeking a help desk/system position which will enable me to contribute to the skills and experience I acquired during my career and expand my knowledge.

Languages

Russian, Hebrew, English

Professional Experience

2021 – present

Help Desk Specialist, Ness Technologies

- Provides both phone and email support
- Conducts troubleshooting to resolve IT-related and application issues for 30,000+ users.
- Tier 2 is responsible for giving support to Tier 1 employees and to end users
- Remotely install and configure software applications.
- Remotely connect to end users to fix application problems.
- Responsible for teaching new employees.
- Creating applications and scripts to automate daily tasks.
- Awarded employee of the year.

2020 – 2021

SMT Line Operator, Tamar YR Technologies

2017 – 2020

SMT Line Operator, AL Electronics

Courses

2021 – 2021

CHCSS, KERNELiOS

2014 – 2015

TCSE, Technion

Skills

Customer Service, Technical Troubleshooting, Software Installs, Phone & Online Support, User Training/Support, Problem Diagnosis, RDP, SCCM, Active Directory, Microsoft Exchange 2010/2016, Microsoft Office Applications, Windows, Linux, Mac OS, Android, iOS, Networking, Portnox, Citrix, Virtual Machines, McAfee Antivirus, Wireshark, Adobe Photoshop

Coding Languages Knowledge

HTML, PHP, Bash, C#, Powershell, JavaScript

Certificates

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| • Microsoft® Certified Solutions Associate: Windows Server 2008, Windows Server 2012 | • Microsoft® Certified Technology Specialist: Windows Server 2008 Network Infrastructure, Active Directory, Configuration |
| • CHCSS – CERTIFIED HANDS-ON CYBER SECURITY SPECIALIST | |

Military Service

03/2011 – 03/2014

Service as Squad Commander, Complete Service at Rank Staff Sergeant