Alexander Ayzin

*Help Desk Specialist*

Rishon Le-Zion • [Alexander.Ayzin@iCloud.com](mailto:Alexander.Ayzin@iCloud.com) • [054-4320102](tel:054-4320102)

**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 Aplications, 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**

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 Sargent*