

Osher Cohen

Contact Information:

- (Please add phone number and email address)

Summary:

Enthusiastic and patient Helpdesk Support Specialist with a strong customer service orientation. Proven ability to effectively communicate technical information to users with varying levels of technical expertise. Eager to learn new technologies and provide exceptional support to end-users.

Work Experience:

- **Help Desk Support Specialist**
 - (Dates of Employment - Please add dates if available)
 - **Provided exceptional technical support to end-users, ensuring timely resolution of issues.**
 - **Communicated complex technical information in a clear and understandable manner.**
 - **Proactively learned new technologies to enhance support capabilities.**
 - **(Add specific examples of successful troubleshooting and customer satisfaction.)**

Education:

- (Please add education information if available)

Skills:

- **Help Desk Support**
- **Technical Troubleshooting**
- **Customer Service**
- **Technical Communication**
- **Hardware & Software Support**
- **Adaptability & Learning**
- **Ticketing Systems (Specify which ones if possible)**
- **Remote Support Tools (Specify which ones if possible)**

Languages:

- **English - Fluent**
- **Hebrew - Fluent**