Lital Avraham

Summary:

Highly motivated and experienced Helpdesk professional with 4 years of IT support experience at Microsoft. Possesses a strong technical background, including CCNA certification and networking expertise. Formerly a network administrator in the military, demonstrating strong problem-solving and troubleshooting skills.

Work Experience:

- **Microsoft - IT Support (Helpdesk)**
    - **(Dates of Employment - Please add dates if available)**
    - **Provided technical support to end-users, resolving hardware and software issues.**
    - **Troubleshooted network connectivity problems.**
    - **Documented support requests and solutions.**
    - **Maintained a high level of customer satisfaction.**
- **Military - Network Administrator**
    - **(Dates of Employment - Please add dates if available)**
    - **Managed and maintained network infrastructure.**
    - **Implemented and configured network security measures.**
    - **Resolved network outages and performance issues.**

Education:

- **CCNA Certification**
    - **(Dates of Completion - Please add dates if available)**
- **Networking Courses**
    - **(Dates of Completion - Please add dates if available)**

Skills:

- **IT Support (Helpdesk)**
- **Network Administration**
- **Troubleshooting**
- **CCNA Certified**
- **Network Security**
- **Problem Solving**
- **Documentation**