

# Basel Taha

## Support Technician

### Professional Summary

Basel Taha is a passionate support technician with experience in various IT projects, from cloud infrastructure to automation scripting. Known for proactive problem solving and team collaboration.

### Core Competencies

- Cloud Computing, CI/CD, Jenkins
- Python, Bash, Docker, Kubernetes
- Azure DevOps, GitLab CI
- Security compliance and automation

### Work Experience

TechZone Ltd. - Support Technician (2020-2024)

- Led infrastructure automation using Ansible and Terraform
- Reduced deployment errors by 40% by implementing CI/CD pipelines
- Collaborated with cross-functional teams to migrate services to cloud

### Education

B.Sc. in Information Technology

Al-Quds University, Graduation Year: 2020

### Certifications

- Microsoft Certified: Azure Administrator
- Docker Certified Associate
- Certified Kubernetes Administrator (CKA)

### Languages

- English (Fluent)
- Arabic (Native)

- German (Basic)