***Matias Karaseur***

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Employment History

**L2/Shift manager • CGS (DELL) • April 2022 – Present**

* Responsible for managing 30 agents
* Stress management and work sharing
* Highly complex problem solving guide
* Service quality monitor

**Desk Help • CGS (DELL)• April 2021 – march 2022**

* Troubleshooting hardware problems on computers and servers

Education

**Information security and cyber course • August 2020 • HackerU**

* Pen testing
* Linux/Bash
* Cisco Networking
* Cyber Security Incident
* SQL, Web design WordPress
* Owasp

**IBM Cybersecurity Analyst • august 2021 • Coursera**

* Network security and Database Vulnerabilities
* Incident Response and Forensics

**Cybersecurity • May 2022 • LinkedIn Learning**

* Server and WorkStation protection
* Pen testing Essential Training
* Pen testing Advanced Enumeration

Technical Skills

* Spanish mother tongue
* Hebrew fluent
* English Fluent
* Python Advance
* C++ basic
* Salesforce
* Dell’s software and systems