Baylee Copeland

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PROFESSIONAL SUMMARY

IT Support Specialist with 3 years of hands-on experience troubleshooting Windows and Linux systems. Interested in transitioning to DevOps role. Self-taught in basic scripting and automation. Completed online courses in Docker and AWS. Strong problem-solving skills and experience working under pressure.

WORK EXPERIENCE

IT Support Specialist   *2021 - Present*

Company 187, Rehovot

- Provide technical support for 300+ employees across Windows and Linux environments
- Troubleshoot hardware, software, and network issues remotely and on-site
- Manage user accounts in Active Directory and Office 365
- Write PowerShell scripts to automate routine tasks
- Maintain documentation for common issues and solutions
- Handle 30-40 support tickets daily with 95% satisfaction rate

Junior IT Technician   *2020 - 2021*

Company 327, Tel Aviv

- Assisted with computer repairs and upgrades
- Installed software and configured workstations
- Provided basic network support

EDUCATION

Practical Engineer - Electronics   *2018 - 2020*

ORT Technical College

SKILLS & TECHNOLOGIES

Technical Stack: Linux (Ubuntu, CentOS), Windows Server, Active Directory, Git (learning), Bash (basic), PowerShell scripting, ARM Templates, Go, Docker (self-taught), Networking basics, Terraform