

Briana Crosby

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ABOUT ME

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.

EXPERIENCE

IT Support Specialist

Company 217, Herzliya

2021 - Present

- 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

Company 345, Rehovot

2020 - 2021

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

EDUCATION

Practical Engineer - Electronics
ORT Technical College | 2018 - 2020

SKILLS

Groovy

Linux (Ubuntu, CentOS)

Windows Server

Active Directory

Git (learning)

Bash (basic)

PowerShell scripting

Go

Docker (self-taught)

Networking basics