

Axl Tang

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Executive 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.

Professional Experience

IT Support Specialist

2021 - Present

Company 199, Herzliya

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 264, Tel Aviv

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

Education

Practical Engineer - Electronics

ORT Technical College, 2018 - 2020

Professional Certifications

Microsoft Certified: Azure Solutions Architect Expert

Microsoft Certified: Azure Fundamentals

Core Competencies

CircleCI • Groovy • Linux (Ubuntu, CentOS) • Windows Server • Active
Directory • Git (learning) • Bash (basic) • Bash • PowerShell scripting •
Azure DevOps • Docker (self-taught)