

Alden Solis

IT Support Specialist

Herzliya, Israel | 060-7436685 | alden.solis@email.com | linkedin.com/in/alden-solis

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.

Technical Skills

- Linux (Ubuntu, CentOS)
- Active Directory
- PowerShell scripting
- Azure
- Bash (basic)
- Networking basics
- Windows Server
- GCP
- Kubernetes

Professional Experience

IT Support Specialist

Company 469, 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 398, Tel Aviv | 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

Certifications

- Microsoft Certified: DevOps Engineer Expert (2020)
- Google Cloud Professional DevOps Engineer (2021)

Languages

Hebrew (Native), English (Native)