Anika Montoya

IT SUPPORT SPECIALIST

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PROFILE

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.

SKILLS

Groovy

Linux (Ubuntu, CentOS)

Azure

Windows Server

ECS

Active Directory

Bash

Bash (basic)

PowerShell scripting

EXPERIENCE

IT Support Specialist

Company 500, 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

ELK Stack

Networking basics

LANGUAGES

Hebrew (Native)

English (Native)

Russian (Native)

- 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 219, 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