

BELLE BURKE

belle.burke@email.com • 060-3140747 • Jerusalem, Israel

[linkedin.com/in/belle-burke](https://www.linkedin.com/in/belle-burke)

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.

EDUCATION

Practical Engineer - Electronics

ORT Technical College

2018 - 2020

PROFESSIONAL EXPERIENCE

IT Support Specialist

Company 153, 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 328, Be'er Sheva

2020 - 2021

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

TECHNICAL COMPETENCIES

- Linux (Ubuntu, CentOS)
- Windows Server
- Active Directory
- Bash (basic)
- Prometheus
- Networking basics
- Azure
- ECS
- Git (learning)
- PowerShell scripting
- Terraform
- Splunk

LANGUAGES

Hebrew (Native), English (Native)