

# 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)