

Brianna McDaniel

IT Support Specialist

About Me

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.

Experience

IT Support Specialist

Company 208, 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 024, Kfar Saba

CONTACT

060-9248652

brianna.mcdaniel@email.com

Tel Aviv, Israel

[linkedin.com/in/
brianna-mcdaniel](https://linkedin.com/in/brianna-mcdaniel)

EDUCATION

Practical Engineer - Electronics

ORT Technical
College

2018 - 2020

SKILLS

Linux (Ubuntu,
CentOS)

Azure

Windows Server

Spinnaker

Active Directory

Bash (basic)

PowerShell
scripting

CloudFormation

Networking
basics

2020 - 2021

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

AWS

Cloud Build

CERTIFICATIONS

✓ Google Cloud
Professional
Cloud Architect

LANGUAGES

Hebrew (Native)
English (Native)