

# Adeline Cordova

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## PROFESSIONAL SUMMARY

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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.

## WORK EXPERIENCE

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### *IT Support Specialist*

2021 - Present

Company 046, 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 323, Herzliya

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

## MILITARY SERVICE

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### *Communications Technician, IDF*

2015 - 2018

Maintained communication systems and network equipment. Provided technical support to field units.

## EDUCATION

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## **SKILLS & TECHNOLOGIES**

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**Technical Stack:** Linux (Ubuntu, CentOS), Azure, Windows Server, Active Directory, Git (learning), Bash (basic), PowerShell scripting, Docker (self-taught), Networking basics

## **INTERESTS**

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Reading tech blogs, Technology podcasts