

AMANDA GARRISON

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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 192, 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 440, Herzliya

2020 - 2021

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

TECHNICAL COMPETENCIES

- | | |
|---------------------|--------------------------|
| • Chef | • Linux (Ubuntu, CentOS) |
| • Windows Server | • ECS |
| • Active Directory | • Bash |
| • GCP | • PowerShell scripting |
| • Networking basics | • Kubernetes |

LANGUAGES

Hebrew (Native), English (Native), Spanish (Conversational)