Braden Pennington

IT Support Specialist

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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.

TECHNOLOGY STACK

Linux (Ubuntu, CentOS)   GitHub Actions   Windows Server

Active Directory   Git (learning)   Bash (basic)

PowerShell scripting   CloudWatch   Docker (self-taught)

Networking basics   Terraform   ELK Stack

WORK HISTORY

IT Support Specialist

Company 205, Be'er Sheva

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 364, Jerusalem

2020 - 2021

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

EDUCATION & CERTIFICATION

Practical Engineer - Electronics

ORT Technical College

2018 - 2020

- ✓ AWS Certified Cloud Practitioner (2023)