

NOY HOREN

CONTACT INFORMATION

✉ Noyhoren@gmail.com

🏠 Hadar Yossef 24 / 5

📞 050 -2103828

📅 Jan 16, 2002

🌐 Israeli

SKILLS

- Problem solving
- Self learner
- Friendly and responsible
- Verbal communication
- Design

LANGUAGES

- Hebrew | Native
- English | Advanced. Diploma in Advanced English

OBJECTIVE

Dedicated Help Desk Technician with strong technical skills and a customer-focused approach. Experienced in troubleshooting hardware and software issues, resolving technical problems, and providing excellent customer service.

EXPERIENCE

HELP DESK

IDF. Israel | Apr 2021 - Apr 2023

- Monitored systems in operation and quickly troubleshooted errors.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Provided basic end-user troubleshooting and desktop support.
- Designed new features for Army software.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Written and worked with Microsoft Office

ENTERTAINMENT TEAM

Isrotel . Eilat , Israel | May 2023 - Oct 2023

- Received positive feedback and high ratings from guests for exceptional customer service and entertainment skills.
- Adapted to different venues and settings, ensuring seamless and entertaining experiences for guests.
- Collaborated with a team of performers to create and deliver high-quality entertainment shows.
- Planned and executed engaging entertainment programs for diverse audiences in a fast-paced environment.

EDUCATION

HIGH SCHOOL DIPLOMA

Ironi Yud Dalet High School . Tel Aviv , Israel | Sep 2015 - Jun 2020

- Computer science major
- Business Administrator and Economics major

HELP DESK

IDF . Israel | Apr 2021 - Apr 2023

- I graduated on an Help Desk course