

PROFESSIONAL SUMMARY

Dedicated IT Professional with 6+ years of comprehensive experience in network administration, help desk support, and infrastructure management. Proven track record of maintaining complex IT environments across diverse technologies, with expertise in Microsoft 365, network security, and multi-platform support.

PROFESSIONAL EXPERIENCE

Unilever | IT Support Specialist | 2024 - Present | *Temporary*

- Provide comprehensive IT support for 500+ user enterprise environment
- Optimize Microsoft 365 ecosystem through strategic Azure AD/Entra ID and Intune management
- Streamline cloud system performance across Citrix, file servers, and SAP platforms
- Reduce PC troubleshooting resolution time by 40% through proactive diagnostic approaches

Buzz Technologies | Network & IT Administrator | 2022 - 2024

- Administered complex LAN networks serving 500+ users, leveraging Aruba switches, Fortinet firewalls, and multiple ISP configurations
- Managed comprehensive PC lab, successfully diagnosing and repairing 100+ computers across Windows, macOS, and Linux platforms
- Implemented robust server and infrastructure management, including Active Directory, file, and print server optimizations
- Streamlined Microsoft 365 environment, enhancing Azure AD and SharePoint operational efficiency
- Resolved 1000+ help desk tickets, maintaining 95% user satisfaction rate through proactive and responsive support
- Designed and implemented backup and security systems using Acronis and Sophos, reducing potential security vulnerabilities
- Supported advanced audio-visual conference room technologies, improving collaborative communication infrastructure

IAF (Israeli Air Force) | Network Technician | 2018 - 2021

- Maintained critical 24/7 WAN/LAN infrastructure supporting 1000+ users, ensuring 99.9% network uptime
- Provided comprehensive technical support, resolving 500+ complex networking and connectivity challenges
- Led multiple high-impact network projects, including:
 - Cisco hardware upgrades
 - Network topology restructuring
 - Development of advanced monitoring maps using ITNM and Portnox technologies
- Managed external contractor relationships for strategic fiber-optics infrastructure projects
- Maintained mission-critical communication systems, including Cisco VOIP Call Manager and legacy analog communication lines
- Supported advanced RF and satellite systems, including complex encryption hardware management
- Developed and conducted technical training programs for new team members, enhancing team capabilities and knowledge transfer

TECHNICAL SKILLS:

Network Technologies: Cisco, Aruba, Fortinet, VPN configurations
Operating Systems: Windows, macOS, Linux
Cloud Platforms: Microsoft 365, Azure AD, SharePoint
Security Tools: Sophos, Acronis
Monitoring Tools: ITNM,Portnox

SOFT SKILLS

- Cross-functional team collaboration
- Rapid technology adaptation
- Complex problem-solving
- Technical training and mentorship

CERTIFICATIONS AND EDUCATION

IAF Technician Academy - Network Technician (336 hours) | 2018
IAF Technician Academy - LAN Cisco Troubleshooting | 2019
IAF Cadet School - Electronics & Computers | 2015-2018

