

## PROFESSIONAL SUMMARY

Results-driven IT pro with over 7 years of experience optimizing IT infrastructures across global teams and startups. Achieved 95% user satisfaction and reduced troubleshooting time by 40% through proactive systems.

## PROFESSIONAL EXPERIENCE

### **Unilever | IT Support Specialist | Oct 2024 - Jul 2025**

- Optimized a Microsoft 365 environment with Azure AD/Entra ID/Intune for 1000+ users
- Enhanced enterprise support for 500+ users
- Reduced PC troubleshooting resolution time by 40% via proactive systems
- Supported cloud integrations ( Citrix, SAP )

### **Buzz Technologies | Network & IT Administrator | Apr 2022 - Oct 2024**

- Improved service among multiple client companies ( \$IINN , SASATECH )
- Administered multiple LAN network infrastructures - maintaining 24/7 uptime.
- Ran a PC repair lab, personally repairing 200+ laptops & pc's - hardware & software.
- Streamlined Microsoft 365 environments, utilizing Azure AD and SharePoint.
- Obtained a 95% user satisfaction rate through proactive and responsive support - helpdesk and onsite.
- Implemented backup and security systems using Acronis, Sophos , Fortinet Firewall.
- Supported advanced audio-visual conference room technologies.

### **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 Cisco VOIP Call Manager and legacy analog lines
- Supported advanced RF and satellite systems, including complex encryption hardware management
- Conducted technical training for new team members, enhancing team capabilities and knowledge transfer

## TECHNICAL SKILLS:

Network Tech - Cisco, Aruba, Fortinet, HP, Firewall's, Switches  
OS - Windows, macOS, Linux  
Cloud Platforms- Microsoft 365, Azure AD, SharePoint, priority, SAP  
Security Tools - Sophos, Acronis, Fortinet, Cynet,  
Monitoring Tools - ITNM,Portnox, RMM's

## CERTIFICATIONS AND EDUCATION

Network Technician (336 hours) | IAF Technician Academy | 2018  
Cisco LAN Troubleshooting | IAF Technician Academy | 2019  
1o Pt Electronics & Computers | IAF Cadet School | 2015-2018

## SOFT SKILLS

- Team Player – Collaborated with cross-functional teams to deploy Azure AD solutions.
- Quickly Adaptable to New Tech – Mastered Fortinet Firewall configurations within 2 weeks.
- Perseverance Problem-Solving – Resolved critical LAN outages under tight deadlines.

