IT Specialist / IT Project Leader

OKTA Certified / JAMF Expert / ServiceNow Specialist

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**Professional Summary**

* **10+ years** of experience in managing **enterprise IT systems** and **leading cross-functional technology initiatives** in **global SaaS** environments - **Medallia, Orange, Perrigo**
* Proven track record **implementing** and **administering identity** and **access management solutions**, with **OKTA certification** and deep expertise in **SSO** and **lifecycle workflows.**
* Extensive background in endpoint management using **JAMF, Intune**, and **Google Admin Console**.
* **Led IT projects** involving **global infrastructure** upgrades, **system integrations post-merger**, and warehouse automation.
* **Strong communicator** and **project coordinator**, having **collaborated** with security, HR, engineering, and **external vendors** to drive alignment and smooth execution.
* Experienced in **IT onboarding/offboarding**, **user provisioning**, and **service automation**.
* Skilled and knowledgeable in using tools like **ServiceNow, Jira,** and **Slack**

**Work Experience**

2017 - 2024 **Senior IT Specialist, Medallia**

* Provided **global IT support** across **hardware/software** issues, ensuring business continuity.
* **Implemented local network** and video conferencing systems to meet **global standards**.
* **Trained staff** on newly **deployed applications** to increase adoption and reduce support requests.
* Administered core **IT systems**, including **OKTA** (SSO, IDM, workflows), **JAMF**, and **Slack**.
* Supported **cross-functional IT initiatives** and vendor coordination within the Information
* Handling escalated technical issues as a **Tier 2 support specialist** after initial Help Desk triage
* **Worked closely** with **suppliers**, made orders, and managed the inventory.
* Provided support to the entire organization, both **locally** and **remotely.**
* **Supported IT onboarding** and offboarding processes, including **user provisioning**, **hardware setup**, and **software deployment**.
* Respond to **monitoring alerts**, diagnose and resolve technical issues, and conduct **root cause analysis.**

2015 - 2017 **System Analyst & Tier 2 Support**, **Perrigo**

* **Managed critical applications** such as **Empower, EZChrom, PEEM,** and **MSDOCS**.
* **Led infrastructure projects:** global SQL farm setup, system integrations post-merger, automated warehouse tech upgrades.
* **Negotiated contracts** and **renewals** to optimize operational costs.
* **Provided support** during emergencies and collaborated with **global teams** on **compliance initiatives**.

2013 - 2015 **Help Desk Team Leader**, **Perrigo**

* Led and motivated the help desk team, **providing support to over 1,000 users**.
* Streamlined operations through shift changes and **technical performance analysis**.
* Ensured compliance with **SOX** regulations through **SAP** role assignments.
* Participate in **hiring, onboarding**, and **training** of new support team members
* **Build** and **maintain** a **knowledge base**, documenting **best practices** and **resolution strategies** to empower the support team and improve efficiency.

2012 - 2013 **Help Desk Representative, Perrigo**

* Resolved technical issues across **ServiceNow, AD, Exchange**, and **SAP** platforms.

**Education & Certifications**

2024 **Okta Certified Professional**

* Identity and Access Management (IAM), Single Sign-On (SSO), User Provisioning, Administering Okta, User Lifecycle Management

2024 **ServiceNow Administration**, Udemy  
2024 **Intune - (MDM / MAM) Microsoft training course**, Udemy

2016 **CCNA**, CBT Nuggets

2009 - 2010 **MCITP - Microsoft Certified IT Professional**, Mediatech Hi-Tech

**Military Service**

**IT & Network Administrator**, **Yahalom unit**; Operations NCO, Galilee Sector Command

* Responsible for all **IT systems** and **network management**.
* Participated in several military exercises.
* These experiences taught me to work efficiently and **responsibly under pressure**.

**Professional Skills**

Identity & Access Management: **OKTA, Active Directory**

Endpoint Management: **JAMF, Google Admin Console, Intune**

Data Protection & Backup: **Druva**

ITSM & Collaboration: **ServiceNow, Jira, Slack, Zoom**

Enterprise Applications: **SAP, Empower, MSDOCS, EZChrom, PEEM, SentinelOne**

**Languages**

**Hebrew** - Native I **English** - Fluent I  **Russian** - Intermediate