Ofek Alkobi  
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# Education

• High School Diploma, Major in Business Administration & Human Resources – Tichon Wizo  
• IT-Safe Cybersecurity Course  
• ITQ Cybersecurity College Course  
• Self-Learning: Udemy, Cybrary, Hack the Box – Completed various online courses

# Certifications

• See Security – Introduction to Cybersecurity (Online Course)  
• Network Fundamentals Course

* Itq - Cybersecurity course -

**Completed 506 hours of intensive, hands-on training in IT infrastructure and cybersecurity as part of the practical Cyber Defense Implementer program by ITQ.**

* Gained real-world experience with enterprise-grade network infrastructure, including advanced configuration and hardening of Cisco communication systems.
* Practical expertise in deploying and managing Microsoft Windows Server environments.
* Set up and configured Fortinet FortiGate Next-Generation Firewalls (NGFW) with a focus on enterprise-level security policies.
* Implemented and operated IBM Security QRadar SIEM for threat detection, log analysis, and incident response workflows.
* Solid foundational knowledge in Linux systems, as part of the **Linux Essentials** curriculum, with practical command-line experience.

**Technical Skills**

1. **Operating Systems**
   * Windows Server administration (AD, DNS, DHCP, GPOs)
   * Windows 10/11 troubleshooting
   * Basic Linux skills (CLI, file system, permissions)
2. **Networking**
   * Networking fundamentals (TCP/IP, Subnetting, VLANs, NAT)
   * Working knowledge of routers/switches (especially Cisco)
   * Firewall basics (e.g., FortiGate, pfSense)
3. **Security Tools & Practices**
   * Familiarity with SIEM tools (e.g., QRadar, Splunk)
   * Basic understanding of IDS/IPS, endpoint security
   * Knowledge of common threats (phishing, malware, lateral movement)
4. **Cloud & Virtualization**   
   * Understanding of virtualization (VMware, Hyper-V)
   * Basics of cloud platforms Azure, AWS
5. **Scripting & Automation**
   * PowerShell
   * Bash
6. **Troubleshooting & Diagnostics**
   * Structured problem-solving approach



# Professional Experience

IT Technician – CloudPlus (2023–2024)  
• Managed onboarding and setup of new company computers  
• Provided remote and on-site support for over 500 users  
• Performed installations, maintenance, and troubleshooting across various company tools  
• Diagnosed and resolved network issues, delivering creative and efficient solutions  
• Supported the deployment and management of multiple company systems and tools

**Helpdesk Technician – CheckPoint Software Technologies (2022–2023)**  
• Provided on-site technical support for company employees, ensuring SLA compliance  
• Managed procurement of computer equipment and accessories  
• Installed and upgraded operating systems and software

**Aspire-Help desk Specialist - 2021 January-July**

Provided remote technical support for end-users using remote access tools and CRM systems.

Diagnosed and resolved issues related to Windows OS, applications, and system performance using tools like Event Viewer and remote desktop access.

Handled support calls via VOIP-based call center systems, ensuring efficient and professional customer interactions.

Delivered first-line and second-line support, including password resets, software installation, peripheral configuration, and system troubleshooting.

Maintained detailed records of user issues and solutions in CRM for ongoing knowledge management.

Collaborated with internal IT teams to escalate unresolved issues and ensure SLA compliance.

# Military Service

Combat Engineering – Gym Instructor (2018–2020)  
• Trained combat soldiers to maintain physical fitness and resilience

Personal skills

**Multitasking and time management** – Able to manage multiple tasks efficiently while maintaining attention to **detail.**

**Working under pressure – Stay calm and effective when handling urgent issues or high workloads.**

**Fast learner – Quickly adapts to new tools, technologies, and procedures.**

# Languages

• Hebrew – Native  
• English – Excellent