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EDUCATION

ESET ONLINE EDUCATION PROGRAM

Tel Aviv, Center

Professional Course Antivirus (Jan 2019)

Relevant Coursework

- ESET Certified Cloud Administrator

SPECTER TECHNICAL SCHOOL

Tel Aviv, Center

Professional Course MCITP (Mar 2013)

Relevant Coursework

- Microsoft Certified IT Professional

NET BRYCE

Tel Aviv, Center

Professional Course Networking (Mar 2009)

Relevant Coursework

- Introduction to CCNA

SAPIR COLLEGE

Sderot, South

Professional Course MCSA (Mar 2008)

Relevant Coursework

- Microsoft Certified System Administrator

MEKIF IRONI ALEF

Ashkelon, South

Computer Science Information Technology (Mar 2001)

ADDITIONAL SKILLS

CheckPoint, Fortigate, OSI, WireShark, Cisco Packet Tracer, Windows 7,8,10, Sever 2012/2016/2019, Azure, Office 365, Powershell, VBS, Batch, Independent, Team player, Analytical skills, Zabbix, Veeam, ESET ERA Administrator

EXPERIENCE

SYSTEM AND NETWORK ADMINISTRATOR

RVM Systems, Tel Aviv, Center / Oct 2018 - Present

- Managing and maintaining customer's infrastructure, including servers, computers and network equipment.
- ESET Cloud Administrator - managing 1000+ of ESET installations on customers computers. Deploying, troubleshooting, configuring and applying policies.
- Projects: Implementing ZABBIX server and network equipment monitoring system. implementing QNAP NAS monitoring system

SYSTEM AND NETWORK ADMINISTRATOR

SPECTRONET, Tel Aviv, Center / Oct 2017 - Aug 2018

- Maintaining server, computer and network equipment of many SMB customers.

SYSTEM AND NETWORK ADMINISTRATOR

TENENGROUP, Kiryat Gat, South / Jan 2014 - Oct 2016

- One man show - responsibility for managing factory's network equipment, server, computer infrastructure. End user support - end stations, printers, tablets etc.. Leading technological projects such as implementing new systems, services and installing new network sites/equipment.

TIER 2 SUPPORT SPECIALIST

ORBOTECH, Yavne, South / Apr 2012 - Aug 2014

- Providing Tier 2 technical assistance to Tier 1 support representatives.
- Working with System, Dev, Networking, Security teams in order to find relevant and effective solutions to persistent issues.
- Project: Implementing company global encryption system (responsibility for automating client side processes).
- IDM system administrator. Working with IDM integrator on fixing issues, designing and implementing new features.
- Creating educational materials and guides. Providing technical training to Tier 1 support representatives.

SENIOR HD FLS SPECIALIST

AMDOCS, Sderot, South / Mar 2007 - Jun 2010

- Responsible for raising the overall technical level of knowledge of support representatives in Network and Telephony Tier 1 support team.
- Finding solutions to complex problems, which were not solved in Tier 1 support. Bringing knowledge from Tier 2 and 3 support teams and providing training to Tier 1 support representatives in order to lower the number of tickets escalated to Tier 2 and 3 support teams.
- Creating technical documentation, providing staff training, automating work processes.