

Network Administrator Network Administrator IDF NETWORK ADMINISTRATOR US Work Experience Network Administrator IDF - Ramat Gan January 2015 to August 2017 I served nearly 3 years as part of a team that handled the support and maintenance of the unit's LAN, this includes Configuring users and group policies in our sub domain with Active Directory. Troubleshooting technical issues with our user's computers whether software or hardware related. Troubleshooting network related errors Keeping track of open tickets (part of our web based CRM system) with our higher level support and our users. Installing and troubleshooting printers in our network. Installing windows (custom IDF Windows image) and any other software packages needed for specific officer. Cable management - network racks, RJ wall connectors, PC cable management etc. Maintaining anti-virus installations and updates. Keeping track of inventory as well as orders - Printers, toners and replacement parts, Laptops, Desktops, computer replacement/upgrade parts and other related peripherals. Documentation of new technical concerns and troubleshooting techniques. Education High school "Mor" Metro-West - Ra'anana September 2011 to June 2014 Skills Active Directory., Cisco, DHCP, DNS, Exchange, VMware Certifications/Licenses CompTIA A+ January 2019 to January 2022 Additional Information Skills and technologies MS: Windows XP-10, Windows Server 2003/2008, Exchange 2010, Office 2007-2013, Office 365, OneDrive, Skype Google: All platforms(Cloud, G suite, Gmail, Docs etc.) Hypervisors - VMware, Vsphere, Virtual Box Cisco switches Cable management Active Directory and Group policy DNS, DHCP, TCP/IP Mobile devices (Hardware and software repair) Printers and Scanners - Laser and Inkjet printers. Ubuntu/Unix like OS's Imaging software -Proficient in providing support over phone, e-mail or in person/remotely to both technical and non-technical users. Good troubleshooting and analytical capabilities.

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