



SUMMARY

Dedicated and detail-oriented Cybersecurity student, proficient in a wide range of computer skills.
Seeking a role in IT and Helpdesk Support, with a strong interest in Cybersecurity Operations.

EXPERIENCE

IT Helpdesk Agent

Israel Electric Company | 2024 - Present

- Provide technical support to 12,000 users via phone, email, and ticketing systems for computing environments.
- Resolve advanced, escalated support cases by troubleshooting complex technical issues beyond standard helpdesk responsibilities.
- Work closely with cross-functional teams to support back-office operations, including user lifecycle management and permission control across enterprise systems.
- Support Windows environments using VDI, Citrix connections and troubleshoot applications such as Outlook, Office Suite, Acrobat, Edge, SAP, iCAD applications, and various internal web and desktop systems.
- Use Active Directory and SailPoint to access user account details and assist with identity verification and permission management.
- Perform diagnostics and resolve issues using remote access tools like VNC and Quick Assist, ensuring timely resolution of software, connectivity, and configuration problems.
- Assist users with secure mobile access by configuring the Intune Company Portal on personal phones.

Independent Contractor - Utest, Upwork, Appen

Freelance | 2020 - Present

- Conduct functional and usability testing for software, websites, and mobile applications across multiple operating systems and devices.
- Identify bugs, compatibility issues, and UI/UX inconsistencies, documenting findings in detailed reports.
- Collaborate with global QA teams on exploratory and structured test cycles to ensure product quality and performance across different environments.
- Administrative services including translation, transcription, and quality assurance support.
- Work with top global technology leaders in the evaluation and refinement of AI data training programs including data classification, correction and annotation.

EDUCATION

IBM & Coursera

Pursuing the Cybersecurity Analyst Professional Certificate - Online Course.
2025 - present

John Bryce Media-Tech College

Mobile Applications Development certificate for Android & iOS systems.

- Applications development studies for Android and iOS.
- Hands-on experience developing client-side and server-side applications throughout the course.
- Web development & Database management.

2016 - 2017

S.O.N School - Haifa

Technological certificate with excellence in Electronics, Computer Science and Physics.
2005 - 2009

SKILLS

- Programming in C, JavaScript, Swift, SwiftUI, SQL, Java, HTML, CSS.
- Experienced in Windows, Mac OS, iOS and Android platforms.
- Experienced in Video Editing and Social Media & Groups Management.
- Self-learner, team player, strong communication skills. Also an experienced percussionist.
- Bilingual in Hebrew and Arabic. Fluent in written & spoken English.
- Ability to multitask independently and as part of a team.

EXPERIENCE

Technical Support Agent

Coperato | 2023 - 2024

- Provided technical support for local and global businesses, including system troubleshooting, configuration, and remote assistance.
- System troubleshooting, configuration, customer communication and remote assistance.
- Conducted client training sessions to empower users with the knowledge and skills required to manage their VOIP PBX systems effectively.

Content & Web Development

LastPrice | 2018 - 2020

- Collaboration with product management, graphics, and sales teams to ensure timely delivery of up-to-date content for the ecommerce website.
- Implemented standard procedures, systems, and best practices to support new product listings, content creation, distribution, and marketing.
- Provided technical assistance in web development, using HTML, CSS, Flex and JavaScript to support and enhance website functionality.

Technical Support Agent

HOT Telecommunication | 2014 - 2015