

Ahmad Abu Remelhe
Jerusalem | ahmadaburemelhe@gmail.com | 053-7144369

Professional Summary

Entry-level IT and Cybersecurity professional with a strong background in networking, operating systems, and technical support. Trained in Cybersecurity and Information Security, with hands-on experience in troubleshooting Windows and Linux environments. Highly motivated, quick learner, and service-oriented.

Seeking an entry-level Technical Support / Help Desk role.

Experience

Technical Support – Tikshoov, Jerusalem (03/2025–Present):

troubleshooting, customer support, and remote issue resolution, provided technical support for 30+ users, resolving daily IT and connectivity issues, Diagnosed and resolved network-related problems (IP configuration, DNS, connectivity), Supported Windows (10/11) systems and basic Linux environments, Handled remote troubleshooting using remote support tools, Resolved hardware, software, and configuration-related incidents efficiently. Maintained clear documentation and ensured high user satisfaction

Education

Cybersecurity Certificate Ecom School | 03/2024-03/2025

AWS Cloud , CCNA, LPIC-1, (AZ-104 Microsoft Azure Administrator (training))

Technical Skills

Networking

TCP/IP, OSI Model , Routing & Switching, VLAN, NAT, DHCP, DNS, Network troubleshooting, Cisco devices basics.

Cyber Security

Security fundamentals (CIA Triad), Network security concepts, Firewalls & IDS/IPS (theoretical + basic labs), Threats, vulnerabilities & risk management, SOC concepts & incident response basics.

Systems & Tools

Linux (basic administration), Windows fundamentals, Wireshark, Nmap, Virtual Machines (VMware / VirtualBox), Active Directory(AD)

Project

Network Packet Analysis Tool

Goal: Improve understanding of basic networking and troubleshooting

Description & Outcome: Built a simple Python-based tool to capture and analyze network traffic. Used the tool to better understand common network issues and protocol behavior. Strengthened practical knowledge for diagnosing connectivity and network problems.

Tools & Technologies: Python, Scapy, TCP/IP, Basic Networking Concepts

Languages: Arabic: Native Hebrew: Fluent English: Fluent

Soft Skills:

Strong communication skills with technical and non-technical teams, Ability to work under pressure and handle urgent technical incidents, Effective teamwork within IT and support environments, Excellent problem-solving and analytical mindset

Fast learner with strong attention to detail

High sense of responsibility and customer-focused approach