

# Batel Alemayehu

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## PROFILE

Responsible IT Support Specialist experienced in problem-solving, customer service and good judgment. Ability to complete tasks on time in both individual and team settings. Dependable and reliable, ready to learn and grow with your company.

## EMPLOYMENT HISTORY

### IT SUPPORT (IDF)

Dec 2020 – Dec 2022

- Provided comprehensive support to customers through CRM system, on-call, and face-to-face.
- Provided technical support thoroughly during busy times
- Performed network, software (Windows 10) and hardware troubleshooting to ensure all systems operating optimally.
- Conducted on-boarding for new soldiers.
- Assisted in determining requirements and developing plans to ensure smooth installation and documentation of new software and applications.

### IT SUPPORT (NOGA - ISRAEL INDEPENDENT SYSTEM OPERATOR )

March 2023 – Today

- Resolved customer technical issues to ensure all issues are closed in time with the right resolution and highest customer satisfactions
- Opened tickets and maintained documentation to track tickets through resolution.
- Assisted with user access, creation, editing, and troubleshooting in Active Directory & Office 365 Admin Center.
- Performed PC and computer installations, setup, and maintenance of hardware and software for new and existing users.
- Provided expertise to maintain and support various IT systems while adhering to company and department strategies and standards.
- Managed a successful on-boarding experience for new customers

## EDUCATION

### "ARIEL" HIGH SCHOOL

Sep 2017 – June 2020

## COURSES

### NETWORK ADMINISTRATOR (95)

Feb 2021 – April 2021

### FULL STACK

Nov 2023 - Current

## LANGUAGES

### HEBREW

Native speaker

### ENGLISH

Fluent