

# Shani Saar

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## EDUCATION

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### **Hunter College, City University of New York**

*Bachelor of Arts in Computer Science, Minor in Mathematics*

*Expected June 2019*

Honors: Dean's List, GPA: 3.6

Relevant Coursework: Operating systems, Software Design and Analysis, Computer Theory, Computer Architecture, Machine Learning, Database Management, Advanced Applications: Capstone

## SKILLS AND AFFILIATIONS

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- **Technical:** Microsoft Office (Word, Excel, Power Point, Outlook), CMD, Active Directory
- **Operating:** Windows, Linux, MAC, Windows Server 2003/2008/2012
- **Programming:** C/C++/C#, Perl, Assembly, Java, HTML
- **Languages:** native Hebrew, intermediate Spanish
- **Affiliations:** Hunter Women in CS, GreenPeace, the Movement for Quality Government in Israel
- **Certifications:** Configuring and Troubleshooting Windows Server 2008 Application Infrastructure, Configuring, Managing & Troubleshooting Ms Exchange Server 2010

## PROFESSIONAL EXPERIENCE

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### **GOVERNMENT OF ISRAEL MINISTRY OF DEFENSE – MISSION TO THE USA** **New York, NY**

*IT Administrator*

*September 2015 - Present*

- Provide support for technical problems in all aspects of IT for hundreds of users across the US, and perform regular maintenance on PCs, laptops, printers, scanners, servers, etc.
- Detect, troubleshoot, and resolve hardware and software problems in a highly classified environment
- Purchase and maintain technological equipment inventory, while being careful to adhere to budgeting practices
- Manage computer systems using tools such as APM, portnox, McAfee EPO, Microsoft SCCM, etc.
- Trained two IT administrators and mentored new employees
- Constructed new training procedures and regulations to improve the organization's knowledge management and preservation
- Volunteer for conducting social activities and events for the workplace
- Travel on behalf of organization nationally and internationally
- Manage projects and collaborate with teams across various disciplines such as information/cyber security, network/infrastructure, computer systems and personal computer management

### **ISRAELI AIR FORCE – TECHNOLOGICAL UNIT**

**Tel Aviv, Israel**

*IT Administrator*

*February 2012 - February 2014*

- Received a few months of professional training in computer systems and infrastructure management, which covered: Microsoft Server, Exchange, DHCP, DNS, Citrix, Storage, DMZ, Firewall, Active Directory, GPO, Oracle DB, VMware, computer hardware, and network.
- Provided technical support for approximately 5000 users.
- Responsible for managing and maintaining the printer servers supporting 200 printers
- Responsible for all lab hardware and software services
- Assisted in project development and management: operating system upgrades, establishment of an IT service and support website, lab upgrades, creation and modification of training manuals, and implementation of new methods of service improvements; significantly narrowed the number of system calls and improved customer service satisfaction