Itamar Rosenblum

IT Help Desk Support

I'm a motivated professional with over two years of experience helping teams work more smoothly and efficiently. I enjoy solving problems, finding ways to simplify processes, and creating practical solutions that make everyday work easier. I've gained experience managing systems, coordinating operations, and building tools that save time and effort. People know me for being adaptable, a clear communicator, and always eager to learn and grow.

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📍 Tzur Yitzhak, Israel

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🔗 github.com/iamrblm

SKILLS

Active Directory PowerShell Citrix Portnox SAP Profile Tailor SafeWalk IBM QRadar OPSWAT Perception Point RDP SCCM VNC Director CRM Saleforce Windows OS Office 365 Exchange PowerShell Excel Teamwork Autodidact Word PowerPoint MSTSC Technical Support SafeQ Problem Solving IDM

WORK EXPERIENCE

IT Security Analyst – IAM
yes (D.B.S. Satellite Services)

09/2023 - 11/2024 — *kfar Sava, Israel*

- Managing user permissions by granting appropriate access based on roles and responsibilities.
- Monitoring access levels to ensure they remain suitable and aligned with organizational needs.
- Updating permissions to reflect role changes or employee departures.
- Ensuring compliance with organizational policies and regulatory requirements through effective access controls.
- Conduct audits and generate reports to identify and address unauthorized activities.

IT Help Desk Support
yes (D.B.S. Satellite Services)

12/2022 - 11/2024 — *kfar Sava, Israel*

- Expert in identifying and resolving hardware, software, and network issues efficiently.
- Proficient in leveraging ticketing systems and remote support tools to provide timely assistance.
- Experienced in creating PowerShell automation tools to streamline workflows and improve efficiency.
- Skilled in drafting detailed solution documentation and guides for team use.
- Team-oriented professional with a proven ability to excel in high-pressure situations.

EDUCATION

Full Stack WEB Application & Python AI
HackerU

09/2025 - *Present* — *Tel Aviv, Israel*