Adir Ben Yosef

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➢ **System Administrator experienced implementing advanced systems while providing on-going users' support and addressing critical systems issues**
➢ **Practiced in virtual (VMware) and cloud environments, proficient in Linux / Windows operating systems**
➢ **Ability to work independently with customers, suppliers & service providers; support multiple systems & interfaces**
➢ **Service oriented, initiative, fast learning ability, attention to details, <u>seeking for a challenging full-time position</u>**

<u>Courses and professional training</u>:
☑ **DevOps course**, DevOps Express (2022)
   o <u>Among topics</u>: Automation and development processes, Scripting, Integration, Configuration management, Monitoring and alerting, Python, Version control, DevOps methodologies, Agile and Continuous Integration & Continuous Deployment CD/CI processes, Kubernetes and Micro Services
☑ **Digital Marketing Courses**
☑ **Information Security Courses, Security Procedures, Technical Courses** - IBM
☑ **LINUX LPIC1, LPIC2 certification**, HackerU (2013-2014)
☑ **MCSE course**, Sela College (2003-2004)

<u>Professional experience</u>:
2021-Current: **<u>NOC Technician, Information Systems Department, Ayalon Insurance Company - weSure</u>**
   • Member of the NOC team, conduct monitoring in cloud environment (VDI), set-up new users and permissions
   • Participate in new technologies implementation and processes automation activities in AWS environment

2015-2020: **<u>Help Desk Senior Technician - Tier 2, IBM</u>**
   • Provide remote support to employees, address complex Tier 2 H/W and S/W issues, manage escalations
   • On-going systems & equipment maintenance in cloud environment, provide professional guidance to Tier 1 team
   • Handle information security alerts, maintain systems, tools and applications in compliance with SLAs
   • Member of project teams: telephony infrastructure and conference room infrastructure upgrade, new printers' installation and more
   • Work with Azure, Office365, Active Directory

2012-2015: **<u>System Administrator, PointPC - Computer services for SMB customers</u>**
   • Establish and maintain infrastructure and systems aligned with customers' business and operational needs
   • Maintain and upgrade physical and virtual servers, manage backup and information security system - Firewall
   • Configure communication equipment (routers, switches, firewalls), set-up and manage routers
   • Work independently with multiple customers simultaneously, prioritize tasks & resources to meet changing needs

2011-2012: **<u>System Administrator, EDP Group - End-to-end IT services</u>**
   • Responsible for critical systems and servers monitoring and maintenance, lead upgrade and migration projects
   • Comply with procedures, interface with internal & external functions, provide on-going support to users per need
   • Establish and maintain physical and virtual servers, manage backup activities & info security system - Firewall

2008-2011: **<u>Information Security Analyst, Union Bank through Taldor</u>**
   • Provide technical support to end-users in cooperation with Bank Leumi Information Security staff and vendors
   • Work with Active Directory, IDM and GPO, grant permissions, implement and upgrade S/W & operating systems

2006-2008: **<u>Help Desk Technician, Partner</u>**

<u>Technological tools</u>:
<u>MS Office</u>: Excel, Word, PowerPoint, Outlook
<u>Cloud</u>: AZURE, Office365
<u>Operating systems</u>: Linux, Windows, MAC, AMS400
<u>Information Security</u>: Active Directory, Checkpoint
<u>Virtualization</u>: VMware
<u>Back-up</u>: Symantec

<u>Languages</u>: Hebrew - Native, English - Very high level

**Recommendations will be provided upon request