

ADHAM AWAD

TECHNICAL SUPPORT SPECIALIST

CONTACT



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SKILLS

- Office
- Windows
- Linux
- Knowledge and experience in Troubleshooting software and hardware
- Penetration Testing
- Cyber Security

LANGUAGE

Hebrew - mother tongue level

English - high level

Arabic - mother tongue

ABOUT ME

I.D. 200657187 | Year of Birth 1988

Persistent, Hard-working, Excellent Communication & Teamwork Skills, Creative Thinking Skills, Ambitious.
High motivation to learn and develop in the field.

WORK HISTORY

2022 - present

Technical Support Specialist
at Bezeq in the technical support center

2020 - present

Help Desk in T.Tichshorit place for computers

- Troubleshooting software, hardware and network
- Installing windows, office and othe softwares according to customer requirements
- Frontal technical support
- Full control of office applications
- Experience working with lots of clients while multi-tasking and under pressure

2014 - 2021

Kalujny Dry Cleaning Services
Frontal and telephone customer service representative

2010 - 2011

Maintenance man at Ambar factory for producing livestock foodstuffs in the operation and maintenance department

EDUCATION

2021 - 2022

John Bryce College
Cyber Security Analyst Course
·Knowledge of conducting investigations in the Linux environment, conducting investigations into the network and operating system (Windows, Disk, RAM).
·Basic knowledge of penetration testing (Penetration testing web application.).
·Networking and the role of the seven layers (OSI).
·Knowledge of ACL, IPS/IDS, FW, Active Directory
·SIEM-SOC
·Work with tools: Wireshark, tcpdump, tshark, shodan, nmap

2011 - 2013

Software Engineer Studies at ORT Braude College.
Certificate of "Major Excellence" at the end of the first year of study.
Final project: Android app game called "Diamond App"; grade of 100.

2006

12 years of study – Bagrut in Biology, Chemistry and Environmental Sciences.