

Yuval Ainon-Lebel, IT Specialist

yuval.alebel@gmail.com | 054-9994311

Profile

With two decades of experience in the IT field, I am a dedicated IT Support Professional with a passion for technology and a knack for solving complex technical issues. My journey in IT has equipped me with a diverse set of skills, from hardware troubleshooting to software support. I thrive in fast-paced environments, consistently ensuring optimal performance and user satisfaction.

Professional Experience

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|---|--------------|
| IT Specialist Elbit Systems
<i>an Israel-based international military technology company and defense contractor</i> | 2020-Present |
| <ul style="list-style-type: none">• Serve as a key escalation contact for complex technical problems and customer service challenges• Characterize and assimilate special computing systems for Projects involving foreign corporations and armies encompassing assembly, setup, configuration, and maintenance• Maintain current records, operational guidelines, and support materials for IT infrastructure. | |
| IT Support Team Lead Elbit Systems | 2007-2019 |
| <ul style="list-style-type: none">• Lead and manage a team of PC technicians• Train and mentor new and existing team members• Coordinate daily ticket distribution and task assignment among the support team, considering urgency, complexity, and skill level to ensure effective resolutions• Support executive-level end users• Evaluate the computing needs of special user groups within the organization• Responsible for inventory management• Implement automation processes to increase the team's efficiency | |
| IT PC technician Elbit Systems | 2005-2006 |
| <ul style="list-style-type: none">• Solve operational and technical issues of ~1,400 users and their 4,000 computers within the organization• Address issues with end-user hardware (printers, scanners, desktops, and laptops)• Utilize Microsoft operating systems for corporate tasks• Engage with Active Directory for user and resource management• Work with Office systems (installation, removal, and troubleshooting)• Collaborate closely with the Security and System & Networking teams | |

Technical Skills

- Operating systems [Windows XP/7/10/11, Linux (Ubuntu)]
- Networking (TCP/IP, DHCP, DNS, WAN/LAN Configuration, VPN and Remote Access Solutions)
- Hardware (Setup and configuration of Desktops, laptops, scanners, printers, audio & video)
- Software and applications:
 - Microsoft Office 2016/2019/2021/365 Administration
 - Active Directory and Group Policy Management
 - VMware, Hyper-V
 - Microsoft Teams, Zoom, Jaber
 - Acronis, Ghost
- Cybersecurity measures and protocols (Symantec, McAfee, Defender)
- Cloud platforms (AWS, Azure)
- DevOps tools - basic (Docker, Kubernetes, Jenkins, Terraform)
- Database management - basic (SQL server, MongoDB)

Education

DevOps Engineer <i>Institute of Innovation & Technology (INT), Tel Aviv</i>	2023-present
Mechatronics Junior Engineer <i>ORT, Rehovot</i>	2014-2016
MCSA Certification <i>John Bryce Institute, Tel Aviv</i>	2004-2005
Full matriculation <i>Gymnasia HaRealit High School, Rishon LeZion</i> With a major in History & Geography	1993-1996

Military Service

Small arms armorer <i>162 Division, Ordnance Corps, IDF</i>	1997-2000
Tank driver <i>46 Battalion, 401 Brigade, Armored Corps, IDF</i>	

Languages

- **Hebrew** - mother tongue
- **English** - mother tongue
- **Russian** - basic

Interests

- Certified Shooting & Firearms Instructor
- Certified Civilian Armorer
- CrossFit
- Motor Sport