

Yuval Ainon-Lebel, IT Specialist

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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

IT Specialist | Elbit Systems 2020-Present

an Israel-based international military technology company and defense contractor

- 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

- 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

- 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