

GALIL GLAZER

Help Desk Team Lead



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Kfar Monash

ABOUT ME

- Highly skilled in archiving and task management, I excel in ensuring efficient organization and maintaining a smooth workflow.
- Motivated, passionate, and open-minded, I am always eager to explore new opportunities and take on leadership roles.
- With a strong sense of mission, responsibility, and capacity, I consistently strive for excellence in all my duties

EDUCATION

Cyber Security & Networking

HackerU

2022-2023

EXPERIENCE

Help Desk Team Lead

Ness Technologies | 2022 - Present

- support to over 1000 users, addressing common issues with platforms such as Office 365, SAP, and Citrix.
- Daily management aimed at improving team performance and ensuring optimal support services.
- Handling high-priority cases and complex issues that technicians struggle to resolve. Identifying and developing technical solutions to ensure the most efficient and expedient resolution.
- Analyzing and enhancing team workflows to increase efficiency, save time, and reduce the number of technical malfunctions requiring attention.
- Assisting in understanding customer needs and proposing suitable technical solutions.
- Managing a large and intricate team, dealing with high pressures, and driving improvements with professionalism and managerial prowess.

PROFESSIONAL

- Problem solving
- Quick learner
- Leadership
- Positivity

Office 365

Active Directory

Windows Server

VMware Workstation

Networking

Computer Hardware

Network Management

IDF | 2018 - 2020

- responsibility for 4-story building construction, leading a team of soldiers in providing high-availability communication services crucial to the IDF enlistment system. Managed a team of technicians and oversaw their daily operations.
- Interacted with external civilian entities including Bezeq, Bezeq International, NGsoft, Bynet, and others. Spearheaded the reorganization of communication cabinets within my jurisdiction and executed a comprehensive overhaul of objects in Active Directory (AD).
- Recipient of commendation from unit commander for two consecutive years.