

# 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 other 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.