

Uriel Yizhak

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IT Specialist

Technical Support | Networking | Cloud Solutions

IT Specialist with 3+ years of experience in Tier 1 and Tier 2 support. Skilled in troubleshooting hardware, software, and network issues, managing Active Directory, and deploying cloud solutions like AWS and Office 365.

Strong problem-solver with a focus on efficiency, teamwork, and high-quality technical support.

WORK EXPERIENCE

Ness Technologies – Tel Aviv, Israel.

2021 - 2024

IT Tier 2 Technician (2023 – 2024).

- Configured and deployed hundreds of computers and peripherals across the organization.
- Resolved complex hardware and network issues, including imaging, BIOS updates, and IP configurations.
- Collaborated with a 10-member IT team to support over 1,000 users.
- Managed daily ticket queues and provided both remote and on-site technical support.
- Trained Tier 1 staff in troubleshooting workflows and documentation processes.
- Maintained high standards of cybersecurity, ensuring data integrity and compliance with company policies.

IT Tier 1 & Computer Technician (2022 – 2023).

- Supported end users by installing and troubleshooting computers, printers, and software applications.
- Worked with Active Directory for user account management, password resets, and access control.
- Assisted in maintaining Windows Server environments and network configurations.

Help Desk Support (Outsourced by Ness) – Tel Aviv-Yafo College.

Technical Support Specialist (2021 – 2022).

- Provided remote and on-site support for faculty and students, focusing on remote tools such as Zoom, TeamViewer, and AnyDesk.
- Created and managed shared network drives for academic use.
- Resolved user account issues using Active Directory, including password resets and unlocking accounts.

EDUCATION

John Bryce College – Tel Aviv, Israel.

2020 - 2022

MCSA & CCNA Certifications.

- I specialized in Windows Server, Active Directory, Office 365, AWS, Azure, Hyper-V, Linux, networking, DHCP, and DNS.

PROFESSIONAL SKILLS

- **Operating Systems:** Windows 10, Windows Server, Linux.
- **Networking:** Active Directory, DHCP, DNS, IP configurations, routers, switches.
- **Cloud Platforms:** AWS, Azure, Office 365.
- **Tools:** TeamViewer, AnyDesk, Zoom.
- **Hardware:** Imaging, BIOS updates, RAM upgrades, peripheral installation.
- **Soft Skills:** Problem-solving, task prioritization, teamwork, time management.