Aviran Afriat | aviran.afriat@gmail.com | **0527221423**

IT Support Specialist | Microsoft 365 & AzureAD | Endpoint Security & Identity Management

Experienced IT support specialist with a strong background in managing hybrid environments and supporting global teams. Specialized in provisioning and securing Windows, Android, and iOS endpoints using Microsoft Intune, and administering user identities and access policies via Azure Active Directory and Microsoft 365 Admin Center. Recognized for a proactive approach, clear communication, and effective resolution of complex technical challenges while maintaining high standards of security and compliance.

Professional Experience

IT Support & Systems Administrator
Financial Company – Herzliya | 2023–Present day

- Provided Tier 1–2 technical support for ~50 users in a hybrid Microsoft 365 environment
- Managed user identities, access policies, and licenses via Azure Active Directory and Microsoft 365 Admin Center
- Secured and maintained Windows, Android, and iOS endpoints using Microsoft Intune
- Led onboarding/offboarding processes: account provisioning, access control, and device setup
- Supported ERP (Tefenit) and CRM (Salesforce) platforms, including user access and troubleshooting
- Utilized PowerShell for automation and advanced troubleshooting
- Collaborated with external cybersecurity vendors to enforce Zero Trust policies and endpoint restrictions

Technical Skills

Operating Systems: Windows (incl. Active Directory), Android, iOS

Identity & Access Management: Azure Active Directory, Microsoft 365 Admin Center

Endpoint Management (MDM): Microsoft Intune

Scripting & Automation: PowerShell, Power Automate, Copilot

Productivity Platforms: Microsoft 365 (Outlook, SharePoint, OneDrive)

Video & Audio Tools: Zoom, Microsoft Teams, meeting room systems

Business Applications: Tefenit (ERP), Salesforce (CRM)

Languages: Hebrew (native), English (high proficiency – spoken and written)

Education & Certifications

Network Administration Studies

John Bryce College, Israel A system administrator course that covered the basics of Windows/Linux server essentials, CCNA and Azure cloud administration.