

Summary

Self-motivated professional with strong problem-solving skills and a dedication to delivering high-quality solutions. Experienced in IT support and cloud management, with excellent teamwork and interpersonal abilities. Proven capacity to perform effectively under pressure.

**Currently seeking a challenging role in IT infrastructure or technical support to contribute my expertise and drive for success.**

Professional Experience

**Technical Support- Maccabi Health Services, Tel Aviv-Yafo (2024 - Present)**

- Troubleshoot hardware and software issues for 8000 employees.
- Manage Active Directory accounts and access control.
- Resolve network and connectivity issues.
- Support and troubleshoot printers, scanners, and other hardware/software issues.

**Customer Service- Wolt, Tel Aviv-Yafo (2021 - 2024)**

- Resolved technical customer issues efficiently.
- Collaborated with technical teams to enhance service delivery.
- Maintained high customer satisfaction through effective communication and problem-solving.

Education

**Google and Reichman Tech School - Cloud IT Program (2024 – 2025)**

Focused on networking, Linux administration, Python for automation, virtualization (VirtualBox, Docker), and cloud computing with GCP. Emphasized IT troubleshooting and system management.

**Analiza- Cyber Analyst (2024)**

Gained foundational knowledge in cybersecurity, including threat analysis, risk management, and incident response. practical skills in identifying vulnerabilities and implementing security measures.

Skills

- **Systems Administration:** Microsoft Windows (desktop, server), Linux, Active Directory
- **Networking:** DNS, DHCP, TCP/UDP, IPv4/IPv6, Firewalls
- **Cloud Computing:** Google Cloud (IAP, IAM, VMs, Cloud Storage Load Balancing, Monitoring)
- **Programming & Tools:** Python, Wireshark, VMware, VirtualBox, ServiceNow, Microsoft Office
- **IT Tools & Platforms:** Citrix, BeyondTrust, SCCM, EPROC, CRM, IBM AS/400

Volunteering

**Youth Instructor- HaNoar HaOved VeHaLomed (2015 – 2016)**

- Led educational activities that fostered leadership and teamwork skills among youth

**Languages:** Arabic: Native | Hebrew: Native | English: Proficient