

**PROFESSIONAL SUMMARY**

IT and Technical Support Engineer with 4+ years of experience in customer-facing support and infrastructure for global teams. Hands-on with firewalls and networking (FortiGate, Cisco, Juniper, TCP/IP), Linux and end-to-end troubleshooting. Experienced in remote and on-site product implementations, documentation and customer training. Fluent in English, Hebrew and French.

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**PROFESSIONAL EXPERIENCE****IT Service Desk | Appsflyer - December 2024 – Present**

- Managed daily operations of enterprise SaaS platforms including Kandji MDM, Okta, Google Workspace, ensuring continuous system availability and prompt issue resolution.
- Provided Tier-2 support for critical infrastructure tools including Palo Alto VPN, Zoom administration, Jira, and Slack Enterprise Grid, troubleshooting access issues and maintaining secure configurations, 150-200 tickets per month.
- Owned the implementation of SAM solution named Reftab to improved assets management.

**IT Administrator | OpenLM - March 2023 – December 2024**

- Administer and maintain IT infrastructure, including Office Suite 365, G-Suite, Google Workspace, Azure, AWS, Active Directory, Hyper-V, and VMware ESXi.
- Manage and troubleshoot networking equipment from Cisco, Juniper, and Mikrotik, ensuring seamless operations and optimal performance including routing, VLANs, policies, packet analysis.
- Support internal employees with PC hardware and software issues, preparing hardware for new hires and managing IT asset inventory.
- Initiated and developed the first comprehensive knowledge base for IT standards, procedures, and management at OpenLM, creating a foundational resource that was previously nonexistent

**Technical Support Engineer | OpenLM - June 2021 – December 2024**

- Resolved complex customer issues across Windows and Linux servers, networking and software, working with R&D and product to escalate and close them.
- Implemented company software solutions both remotely and on-site, ensuring customer satisfaction.
- Conducted webinars and created documentation to train customers on product use and best practices.
- Successfully negotiated with the CEO to prioritize and push the release of a new feature for a major customer, ensuring timely delivery and significantly enhancing customer satisfaction.

**Security Guard | The Population and Immigration Authority - February 2020 – June 2021****Technical Support | Rimon - October 2019 – February 2020**

- Supported companies in implementing network filter solutions on smartphones and PCs, providing remote assistance for router installations.
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**PROJECTS****Founder & Full-Stack Developer | Zman.live**

- Solely designed, built and operate a live multilingual (Hebrew, French, English) SaaS platform: automated prayer times, online donations, event reservations and an **AI-powered WhatsApp bot** authorized by **Meta**, available on PlayStore and soon AppStore
- Runs on Linux-based infrastructure (Docker/Coolify, Redis, Postgres), with production monitoring and debugging

## EDUCATION

### Bachelor of Science in Computer Science (ongoing)

Jerusalem College of Technology

Relevant Courses: TCP/IP, OSI, Network Security, C++, Python, OOP

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## CERTIFICATIONS

- **AWS Certified Solutions Architect – Associate**
- **Microsoft 365 Fundamentals**  
**Azure Fundamentals**

## LANGUAGES

- Hebrew, French, English: Fluent