# Gil Shwartz

gilshwartzmail@gmail.com / 050-6309444 / Be’er Sheva

<https://linkedin.com/in/gilshwartz> /

Python/Bash portfolio: https://github.com/GShwartz/

**Summery:**

Highly motivated, fast learner, adjustable, friendly, mobile.

Broad view of the challenge ahead with a tendency to think outside the box.

# Education:

 2017 **MCSA**

 2018 **Windows Server 2016**

2019 – 2020 **C.E.H, CompTIA Security+ (Online)**

 2019 – 2020 **Cybersecurity Practitioner– INT College (485 hrs)**

* **graduated with** **distinction**

**Work Experience:**

 2020 – Current: **Tenengroup (Seasonal)**

Technical Support Specialist

* Provided technical support to end-users, leveraging broad-based expertise to handle problem identification, diagnosis, resolution, and escalation via **Jira** system, telephone, and remote support tools.

2015 – 2019 **Help Desk, Clalit Medical**

* Responsible for taking & logging incoming calls & providing efficient customer support for all 1st Line issues relating to Servers, Desktops, and peripherals. Supporting over 3000 users & on average answering 70 calls a day.
* Diagnosing and resolving a wide range of technical issues over the phone / E-Mail.
* Take ownership of a call and seeing it through to closure.
* Escalating calls and issues where necessary to senior managers & team leaders.
* Investigating and implementing ways of reducing calls to the Help Desk.
* Updating support documentation. Answering & responding to all calls & requests within agreed time scales.
* Keeping customers updated as to progress. Provide troubleshooting and configuration support for client desktop and networking environment.
* Collecting and writing system reports from SCCM.
* Backup management using Symantec Netbackup

# 2014 - 2015 tech support for 'HOT'.

#  2012 - 2013 tech support for BEZEQ.

# Skills:

* Solid knowledge and experience in maintaining **computer hardware**.
* **Windows Server OS** (install, configure, maintenance)
* **Windows OS**. (install, configure, maintenance)
* **Virtualization** using **Hyper-V , VMware, VirtualBox, KVM/VirtManager**
* **Active Directory, DNS , DHCP , Exchange, FTP, GPO**, etc.
* **Linux** (**Ubuntu**, Ubuntu Server, **CentOS / RedHat**, KALI, Parrot). (install, configure, maintenance)
* Familiarity with **web** **hosting** via **Apache Server**, **NGINX**, **Cloudflare**
* Familiarity with **SIEM** solutions (**QRadar**)
* Familiarity with **Docker** technology.
* Familiarity with **Ansible**, **Jenkins**, **Git**.
* Some experience with **Nessus**, **Metasploit**, **Port Scanning**, **Wireshark**
* Familiarity with **TCP**/**UDP**, **ICMP**, **ARP**, **HTTPS**, **Exploits**, **Sandbox, Honeypot, IoC**
* Understanding & Experience with **IDS, IPS, AV, FW, NAC** (**McAfee EPO, Zabbix, PFSense, Portnox**, etc...) (install, configure, maintenance)
* Some experience with **Python / BASH**.
* Some experience with **Azure / AWS**
* Experience with **CRM**, **JIRA**.
* Recommendations available on demand.

# Languages:

**Hebrew** - Native

**English** – excellent