Denis Kovadlo

Petah Tikva, 24 years old.
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Language

Hebrew- Mother tongue level
Russian- Mother tongue level
English- Very good

EXPERIENCE

2021-Today   **Teva Pharmaceuticals, Helpdesk technician**

- High intensity work and support for over 6000 users based in Israel, South Africa and India including labs and active production lines.
- Escalation of issues to further teams and continue cooperating with those teams to ensure a quick solution for all requests and incidents.
- User and group management with Active Directory.
- Troubleshooting a wide variety of issues such as: Windows issues (XP,7,8,10), BOSaNOVA, network connectivity issues, Office applications, Avaya VOIP phones, printers, Active Directory, Exchange, IDM, application installation and support.
- Activation, troubleshooting, updating and email setup of iOS and Android devices.

2020   **V-Plus, Infrastructure**

- Deployment of network infrastructure work on tight schedules work around the clock.
- Provide infrastructure support to companies like Microsoft, Intel and Sano.
- Work alongside Bynat managers .

2019-2020   **IDF, Israel Air Force - Team leader**

- Reasonability for about 11 technicians, division of tasks, control of meeting targets, providing professional response.
- Project leader- responsible for a variety of big projects, the most significant was preparing base infrastructure, LAN networks for a merger of two bases Hazor and Sde Dov .
- Responsible for training the soldiers to be team leaders .

MILITARY SERVICE

2016-2019   **Israeli Air Force – date communication technician, first sergeant.**

- Lan Networks, switches, Cisco VOIP phones and VC systems.
- Serves as the right hand of the senior rank in the division during his absence.
- Providing a quick response to customers when needed: working with a variety of factors, providing telephone and frontal training.
- Configuring switches, rapid alert for critical failures (24/7), handling malfunctions when necessary.
- Responsible for important projects and responding to mishaps on the subject.
- Graduate of the Blue Avnet course and is responsible for LAN, WAN, switches, security classification, OS-C ciena.

Professional summary

2013-2015   **Multidisciplinary Amal Bet**
Electronics and computers, Full Matriculation and Technology Certificate.

2015-2016   **Multidisciplinary Amal Bet College**
Studies Electronics and computers technician.
Computer programming language C++.