

# Amir Danni

✉ amir.danni@gmail.com | ☎ +972 (0) 52-527-2802 | 📍 Rosh-HaAyin, Israel

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## Personal Summary

A motivated IT Engineer with strong experience in investigating and diagnosing technical problems, have self and quick learning abilities with a personal drive to deliver a good service that exceeds the expectations of colleagues and end users, looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge and potential.

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## Work Experience

### IT Engineer, Netcracker Technology

02/2012 – Today

*Netcracker is a global Software & Services provider with more than 5,000 employees worldwide*

- Building, configuring and troubleshooting of physical and virtual servers
- Provide global IT services and technical support for projects and employees worldwide
- Write and maintain scripts and internal solutions
- Write and maintain work processes and procedures
- Technologies used: Microsoft and Linux Server OS, Hyper-V, AD, DNS, DHCP, GPO, ADFS, Citrix XenApp & XenDesktop, PowerShell, SCCM, RDS, Exchange, CA, IIS, Clusters

### IT Supervisor, Convergys Solutions

01/2009 – 02/2012

- Leadership and technical responsibility of the IT field services team who provide IT services and technical support for hundreds employees in multiple countries in the EMEA region
- Write and maintain work processes and procedures
- Investigating and resolving various PC problems and application issues
- Maintenance of Windows servers
- Responsibility for Windows OS and software deployments
- Responsibility for inventory and asset-management
- Technologies used: Windows OS, AD, SCCM, LANDesk, VMWARE, Citrix, Office

### IT HelpDesk, Convergys Solutions

09/2005 – 12/2008

- Provide IT support for hundreds employees in multiple countries in the EMEA region
- Investigating and resolving various PC problems and application issues
- Desktops and laptops preparation, maintenance and upgrades
- Provide training for employees
- Technologies used: Windows OS, AD, Office, Lotus Notes

### IT HelpDesk, Motorola

07/2004 – 08/2005

- Investigating and resolving various PC problems and application issues
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## Military Service

### PC Technician, Israel Defense Force

2001 - 2004

- Provide technical support for end users
  - Desktops preparation and maintenance
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## Education

**Microsoft Course, Windows Server Security Fundamentals**, Hi-Tech Colleague, Herzlia

**Microsoft Course, Exchange Server 2007**, Hi-Tech Colleague, Herzlia

**Cisco Course, CCNA**, Hi-Tech Colleague, Herzlia

**Computer Studies**, Ort High School, Herzlia

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## Skills and Experience

Windows, Linux, AD, DNS, DHCP, GPO, SCCM, ADFS, Citrix XenApp & XenDesktop, Hyper-V, VMWare, Networking, Exchange, RDS, CA, IIS, Citrix, PowerShell and Batch scripts, Office