





Eden Sivan

-  **Address** Rishon Lezion, Israel
-  **Phone** 050-6363920
-  **E-mail** Edensivan7@gmail.com
-  **LinkedIn** <https://www.linkedin.com/in/eden-sivan-5baa33171>

Profile

Having served for 2 years in the IDF's AKA command as a network manager. I am now looking for a full-time position in a field where I can use my analytical, creative, and problem-solving skills in a stimulating atmosphere to advance both my professional and educational goals. At present, I am working as a NOC Engineer at Gav Systems and hold a B.Sc. degree in Information Systems.

Work Experience

Gav Systems 2021-nowadays

Network operation center, Tier 2

- * Responsible for managing, monitoring and resolve real time incidents 24/7.
- * Initiate and perform changes on the organization's production systems.
- * Collaborates with multiple cross-teams and proactively escalate issues to the relevant hierarchy that cannot be resolved within a given timeframe.
- * Provide constant high-level support of the organization's real-time alerts operating systems and minimize R&D escalations. Monitor Network & security systems (Kibana, SoI, Nagios) and tier-2 troubleshooting.
- * Administration & configuration knowledge in Linux and Windows servers.

Voicenter 2018-2019

- Technical support Engineer, Tier 1
- Customer Relations Manager

- * Troubleshooted and conducted in- depth analysis of Voicenter systems.
- * Promoted to Customer Relations Manager by being responsible for identifying problems and solving them to ensure customer satisfaction.

Education

Academic college of Tel-Aviv Jaffa

B.Sc. information systems and cyber security

*GPA: 85.

*Courses: Python, C++, Java, PHP, Cyber security, Data science, Data structure, SQL, Java script, Computer Networks Communication (TCP/UDP/IP & fundamentals), AWS

Skills

- *Communication skills
- *Strong analytical skills
- *Autodidact
- *Leadership
- *Customer service

Languages

- *Hebrew-Native
- *English-High level

Military Service

Network manager, Aka command

*Team Leader of 5 soldiers.

*Knowledge of: Exchange, Active Directory, CRM, Portnox and network configurations.