

MAKSIM KOTOV

IT Support Engineer

Modiin

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LINKS

[LinkedIn](#)

PROFILE

I am a book worm and generally a curious person. I've realized my passion for technology during high school and have decided to pursue cybersecurity knowledge from various sources since. I will Work happily as part of a team or independently

EMPLOYMENT HISTORY

❖ **Support Engineer, Profitit** May 2020 — Present
Ramat Gan

- Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions.
- Performed root cause analysis and general troubleshooting.
- Collaborated with outside departments to implement system-wide improvements.
- Used remote diagnostic tools to identify sources of various customer issues.
- Answered calls and emails as help desk to assist customers with support, bug fixes, and configuration issues.
- Experience working with Graylog, ZenDesk, Jira, WordPress, PostMan, Slack, LastPass, Sentinel One, Gsuite
- Documented all transactions and support interactions in the system for future reference and addition to the knowledge base.
- Performing integration with external providers via API - troubleshooting on different platforms

❖ **Security Guard, Clalit** Nov 2018 — May 2020
Shoham

- Watched different facility areas from a central location via CCTV feeds, obtaining maximum coverage of key areas.
- Triaged problems quickly, providing precise and clear information while working under minimum supervision.
- Remained flexible in rapidly changing environments and adapted to developing situations.
- Adhered to established procedures and posted orders to enforce company rules, policies, and regulations to the general public

EDUCATION

❖ **Maxim Levi Comprehensive School for Sciences & Arts** Aug 2011 — Jun 2015
High School Lod

Majored in Computer Science (Basic Java and Object-Oriented Programming)

❖ **Sela College** Nov 2018 — Nov 2019
Certified Ethical Hacker Certificate Ramat Gan

- Coursework in Networking, Firewall, AD and servers, Risk Management, and ISO 127xx
- Strong understanding of Endpoint Security
- Experience with Pen-testing tools, VMware, White Box Testing, writing vulnerability reports and Risk & Property Management Surveys

SKILLS

IT Support & On Site Support	WordPress
Microsoft Office (Word, Excel, Power	API Testing
Point and Publisher)	Pen-Testing
MS: Windows OS, Windows Server	
2008/2012/2016	
Microsoft Exchange	

COURSES

- ❖ **HTML, CSS and JavaScript** Jun 2020 — Oct 2020
Udemy
- ❖ **Ethical Hacking: Hacking Webservers and applications** Jul 2020 — Jul 2020
LinkedIn Learning
- ❖ **Cybersecurity for IT Professionals** Aug 2020 — Aug 2020
LinkedIn Learning
- ❖ **Introduction to AWS** Aug 2020 — Aug 2020
LinkedIn Learning
- ❖ **Microsoft SQL server 2016 - Essential Training** Aug 2020 — Aug 2020
LinkedIn Learning
- ❖ **Postman Essential Training** Aug 2020 — Aug 2020
LinkedIn Learning
- ❖ **Designing RESTful API** Aug 2020 — Aug 2020
LinkedIn Learning
- ❖ **CompTIA Pentest** Aug 2020 — Sep 2020
LinkedIn Learning
- ❖ **Computer Components For IT technicians** Sep 2020 — Sep 2020
LinkedIn Learning

LANGUAGES

English *Native speaker* Hebrew *Native speaker*
 Russian *Highly proficient*

HOBBIES

Painting, Chess, Reading, and playing the bass guitar