

Najeeb Avraham

IT Administrator

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Enthusiastic IT Administrator eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Networking and Cyber Security and training in Information Technology. Motivated to learn, grow and excel in our World.

Responsible, Great human interactions, Working in **Enterprise** environment, Team-Player, Efficient at work, Quick learner.



Work History

Feb 2020 - **IT Administrator**

Current

Nvidia Corporation, yokne'am illit, North

- Managing incidents on **ServiceNow**.
- Solving and escalating issues of many different systems such as **Oracle, Citadel, Windows, Microsoft Office, VMware, Citrix, etc**
- Managing permissions of users and group on **Active Directory**.
- Resolved issues and escalated problems with knowledgeable support and quality service.
- Analyzed complex project server issues and worked on large enterprise and business-critical applications.
- Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.

Jan 2020 - **Helpdesk Support Engineer**

Mar 2020

Mellanox LTD, Yokne'am illit, North

- Collaborated with outside departments to implement system-wide improvements.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Configured hardware, devices and software to set up work stations for employees.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Patched software and installed new versions to eliminate security problems and protect data.

Nov 2018 - **Customer Service Engineer**

Jan 2020 *Smart Printing Solutions, Misgav - Karmiel, North*

- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Trained customer employees and managers on machine use and maintenance.
- Performed maintenance duties and safely handled chemicals and solutions.
- Demonstrated increased knowledge of company products and equipment.



Education

Feb 2020 - Associate of Science: CSP - Cyber Security Practitioner

Oct 2020 *See-Security: Cyber & Information Security College - Ramat Gan*

Oct 2019 - Associate of Science: Certified Ethical Hacker (CEH)

Jan 2020 *Technion - Israel Institute Of Technology - Haifa*

May 2014 - Bachelor of Science: Practical Software Engineer

Dec 2017 *Ort Braude - Karmiel*

Jan 2008 - High School Diploma

Aug 2014 *Kadoorie Agricultural High School - North*



Skills

MS Office

Hardware knowledge

Program installations

Strong relationships

Problem resolution

Critical thinking skills

Symantec Endpoint Protection

Implementing security programs

