

Mitya Cohen

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IT Systems Administrator | IT Technician

with over 12 years of experience, including roles at Apple, Bosch, and eBay. Successfully managed IT infrastructure, improved system reliability, and streamlined operations to boost productivity.

Core Competencies:

- Windows Server & Active Directory Management
- Network & Infrastructure Security
- Python Scripting & Automation
- Virtualization and cloud services
- Technical Leadership
- Problem Solving & Troubleshooting
- Extensive experience with various ticketing systems.
- Working with ChatGPT, other LLM's and various generative AI tools.

Core Professional Experience:

IT Technician – Integrate-IT, Berlin (Jan 2023 – Feb 2024)

Enhanced system performance through effective Active Directory account management and efficient troubleshooting.

IT Technician – D-Trust (Hays), Berlin (Mar 2022 – Dec 2022)

Improved user onboarding by streamlining smart card configuration and account management via Jira.

IT Technician – Optimal Systems, Berlin (Aug 2021 – Feb 2022)

Optimized ENAIO infrastructure performance by efficient ticket logging and resolution procedures.

IT Technician – eBay (CCC/TELUS), Berlin (Jun 2017 – Jul 2021)

Reduced potential vulnerabilities by proactively conducting network security analysis and managing data logging processes.

Internal TCP/IP Technician – Bosch, Berlin (Aug 2016 – May 2017)

Strengthened network stability through advanced security measures and systematic troubleshooting.

Tech Supervisor – Münchener Rück (Tecops), Berlin (Apr 2015 – Jul 2016)

Enhanced IT operational efficiency by optimizing network security and administrative processes.

iOS/macOS Support Supervisor – Apple (Convergys), Berlin (Oct 2014 – Mar 2015)

Increased customer satisfaction through expert-level troubleshooting of macOS and iOS technical issues

Education & Certifications:

Diploma of Engineer – LIKI

Microsoft System Administration – John Bryce College

Python 3.5 Certified Developer (6 months)

History of Arts, Graphic Design – HUJI, Bezalel (2 years)

Languages:

- English – Fluent
- Russian – Native
- German – Native-like proficiency
- Hebrew – Fluent