

Yishai Kaminsky

IT Management | Technical Operations

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PROFILE

IT manager and systems engineer. Seventeen years across enterprise support, IT infrastructure, and applied AI. Open to full-time, freelance, or project work — remote, hybrid, or on-site. Based in Tel Aviv; works in English and Hebrew.

PROFESSIONAL EXPERIENCE

IT Manager | Profero Jun 2024 to Aug 2025

Cyber incident response firm

- Managed end-to-end IT operations for a 30-person cyber incident response firm, supporting more than 100 endpoints across Microsoft 365, Entra ID, Azure, Intune, JumpCloud, pfSense and CrowdStrike.
- Automated VMware virtual machine provisioning with PowerCLI and PowerShell, including VM creation, OS setup, snapshots and teardown for incident-response environments.
- Built JumpCloud-based onboarding and offboarding automation to standardize permissions and endpoint access.

IT Specialist | abra Sep 2020 to May 2024

Cloud IT and security services for small and medium-sized businesses

- Owned a changing portfolio of customer environments across helpdesk, Microsoft 365, Azure, Intune, endpoint security, backups and server infrastructure.
- Led end-to-end Microsoft 365 migrations for multiple acquired companies, supporting organizations ranging from dozens to roughly 150 users, from planning through cutover and post-migration support.
- Managed customer Azure networking and security projects, including VNets, site-to-site VPNs, Entra ID and access permissions, from planning through implementation.

Tier 3 Support Engineer | Claroty Sep 2017 to Oct 2019

Enterprise OT and IoT cybersecurity platform

- Provided Tier 3 technical support for Claroty's enterprise cybersecurity platform.
- Coordinated support delivery across channel partners and served as the technical link between customers, Product and R&D.
- Managed complex escalations through investigation, internal coordination and customer communication.

Support Engineer | Microsoft Jan 2016 to Dec 2016

- Provided technical support and migration guidance to enterprise customers during a major post-acquisition product transition.

Post-Sales Engineer | Secure Islands Technologies Sep 2012 to Jul 2016

Enterprise data security software, acquired by Microsoft

- Implemented and integrated enterprise data security solutions for global customers across financial, legal and other regulated industries.
- Served as a product knowledge focal point and handled critical customer situations, coordinating investigation and resolution with Product and Engineering.
- Delivered on-site customer engagements and technical training internationally, alongside remote implementation and support.

EARLIER EXPERIENCE

IT & Networks | Ajax Union Inc Feb 2011 to Feb 2012

PC & Network Technical Support | Malam Oct 2008 to Aug 2010

PC Hardware Technician | B.H. Comtec Dec 2007 to Sep 2008

TECHNICAL SKILLS

IT & Cloud	Microsoft 365, Entra ID, Azure, Intune, JumpCloud, VMware, Windows and Linux environments, servers, backups and endpoint management
Security & Network	CrowdStrike, pfSense, identity and access management, endpoint security, VNets, site-to-site VPNs and network troubleshooting
Technical Delivery	IT operations, enterprise support, customer-facing implementation, escalation management, project delivery, documentation and technical training
Automation & Tools	PowerShell, PowerCLI, REST APIs, workflow automation, GitHub and Docker
Applied AI	Claude Code, OpenAI Codex, Google Antigravity, LangChain, RAG workflows, MCP, LLM APIs and agentic automation

EDUCATION AND LANGUAGES

Front-End Development, Elevation Academy, 2017 | MCSE Training Program, Tafnitech at the Open University, 2008–2009 | Hebrew: Native | English: Fluent