

# NATNAEL GENORE

## IT Support Engineer | Azure • Intune • Automation

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GitHub: github.com/NatyLegesse • Portfolio & Projects: natnaelgenore.pl

### PROFESSIONAL SUMMARY

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IT Support Engineer specialized in Microsoft environments, including Azure, Intune, and Windows Server, with hands-on experience supporting enterprise users and managing endpoint infrastructure. Proven ability to resolve high-volume technical issues while maintaining SLA compliance, automate process using PowerShell, and improve system efficiency. Strong focus on identity management and endpoint security, with emphasis on cloud-based solutions and automation.

### PROFESSIONAL EXPERIENCE

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#### IT Support Engineer, LG Electronics

Mława, Poland | Aug 2022 – Present

- Delivered Tier 1/2 IT support for enterprise users, resolving 30+ daily ServiceNow tickets while maintaining SLA compliance across software, hardware, and network issues.
- Managed user identities and access control via Azure Active Directory, ensuring secure provisioning and reducing access-related incidents.
- Administered device lifecycle management through Microsoft Intune, including enrollment, application deployment, and policy configuration to improve endpoint compliance.
- Diagnosed network connectivity issues (TCP/IP, VPN) and automated support processes using PowerShell, improving system efficiency, and reducing manual workload.

#### Circuit board Technician, EMS Elektronik

Lublin, Poland | Jun 2021 – Aug 2022

- Performed hardware diagnostics and fault analysis on electronic components, identifying root causes using systematic testing techniques.
- Debugged and repaired electronic systems using multimeters, oscilloscopes, and schematic diagrams, performing soldering and trace repairs when needed.

#### IT Support Specialist, Ethio Telecom (Internship)

Addis Ababa, Ethiopia | Mar 2020 – Feb 2021

- Provided IT support for 100+ internal users, resolving software, hardware, and network-related issues to maintain daily operations.
- Managed user accounts and permissions using Active Directory, including account creation, password resets, and access control.
- Handled IT service requests through ticketing systems, ensuring accurate documentation, prioritization, and timely escalation.
- Troubleshoot Windows OS, application, and connectivity issues while collaborating with IT teams to improve system stability and support processes.

### EDUCATION

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Computer Science (BEng) Wyższa Szkoła Przedsiębiorczości i Administracji, Lublin

Oct 2021 – Feb 2025

### TECHNICAL SKILLS

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**Cloud & Systems:** Azure, Microsoft 365, Intune, Windows Server, Entra ID

**Networking & Security:** TCP/IP, DNS, VPN, MFA, RBAC

**Automation & Scripting:** PowerShell, Python, workflow automation

**Operating Systems:** Windows, Linux, macOS

**Languages:** English – C2 (Fluent) , Polish – B1 (Intermediate)

### CERTIFICATIONS

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Cisco Cybersecurity Essentials | CompTIA A+ | CompTIA Network+ | Microsoft Azure Fundamentals (AZ-900) | AI for everyone