

TEAM MANAGER*TECHNICAL SUPPORT * SYSTEM ADMINISTRATOR * DESKSIDE SUPPORT

SUMMARY OF QUALIFICATIONS

- Results-driven and energetic professional with 8+ year of work experience in diverse help desk roles
- Results-driven and energetic professional with 4+ year of work experience in Manager position
- Demonstrated ability to diagnose and fix problems of operating systems
- Over 8 years of experience with Service-Now
- Multiple years of experience with follow the sun model
- Track record of working with end users and providing effective Tier 2 and Tier 3 support
- Hands-on experience in responding, tracking, and following up to telephone, emails and end user requests for support
- Working knowledge of PC hardware components and concepts
- Experience working with 1000+ users on daily basis

IT SUPPORT SKILLS

- Windows 10,11
- Software installation
- Service-Now
- Working in Follow the Sun Model
- System Upgrades
- System Recovery
- Software Upgrades
- Active Directory
- Inventory Tracking
- Wireless/VPN

PROFESSIONAL EXPERIENCE

05/2021– Present

IT Site Manager

Westinghouse Electric
Company, Kraków, Poland

- Managing the team's ticket queue, to triage and resolve incidents, and perform operational tasks
- Managing Team of 20 IT technicians composed out of Linux Admins/Windows Admins/ Network technicians/IT Support
- Making sure that IT service are available for 250 office users
- Generate daily/weekly/monthly reports of resolved tickets
- Resolving conflicts in team
- Performing quarterly performance review
- Be responsible for negotiating the best price with vendors for new hardware
- Performing interviews to fill the headcount
- Making sure that SLAs are meet
- Be main point of contact for vendors
- Making sure that all project related to growth of the office are taking care of and delivered on time

11/2020 – 03/2021

IT Support Technician

SpyroSoft, Kraków, Poland

- Provide technical support to customers via email over the phone and hands on
- Analyze and troubleshoot software and hardware issues
- Assisted end users in troubleshooting and resolving IT issues
- Configuring new computer stations, for new hired users.
- Maintaining network connection between buildings.
- Config Proofpoint server and release blocked emails

Desktop Support Technician

07/2019 – 11/2020

SolidBrain, Kraków, Poland

- Provide technical support to customers via email over the phone and hands on
- Analyze and troubleshoot software and hardware issues
- Assisted end users in troubleshooting and resolving IT issues

09/2017 – 04/201

Team Lead back-up

Stefanini sp.z.o.o, Krakow, Poland

- Be responsible for managing 10+ employee team
- Be sure that all SLA's are meet
- Resolve conflicts
- Be responsible for precise and correct handling of the tickets
- Generating daily, weekly, monthly reports for ticketing system
- Keep track of vacations sick leave shift allocations
- Taking part in recruiting process

Desktop Support Technician

09/2017 – 04/2019

Stefanini sp.z.o.o, Krakow, Poland

- Provide technical support to customers via email through ticketing system and hands on
- Analyze and troubleshoot software and hardware issues
- Ensured precise handling of service requests by any Desktop Support team member
- Assisted end users in troubleshooting and resolving IT issues
- Provide necessary hardware for new employees
- Be responsible of desktop support team, and manage responsibilities as well monitor daily work status
- Make sure that services are running stable and that SLA's are meet if there is any issue

Helpdesk Specialist

01/2017-09/2017

Hoya-Vision Care, Mississauga, Canada

- Provide technical support to customers via telephone, email through tickets and hands on
- Analyze and troubleshoot software and hardware issues
- Installed operating system, software, antiviruses and patches
- Ensured precise handling of service requests

IT Technician

10/2016-01/2017

SmartMetrics, Mississauga, Canada

- Configuring new computer stations, for new hired users.
- Maintaining network connection between buildings.
- Installing and configuring operating system, and software.
- Troubleshooting hardware and software.
- Installing new hardware components.
- Assist end users in IT related issues.

Helpdesk Agent

09/2015 – 09/2016

- Provide technical support to customers via telephone, email through tickets and hands on
- Analyze and troubleshoot software and hardware issues
- Sent tickets to appropriate departments utilizing ticket tracking system
- Installed operating system, software, antiviruses and patches
- Ensured precise handling of service requests
- Assisted end users in troubleshooting and resolving IT issues
- Managing Active Directory company infrastru

Education**09/2009 – 06/2013** Andrzej Sredniawskiego College, Myslenice, Poland.

Specialized in Computer Science studies, graduated with Computer Science technician diploma