

Top Skills

Application Packaging
O365 Admin Center
Endpoint Manager & Intune

Certifications

Świadectwo Klasy A operatora urządzeń radiowych w służbie radiokomunikacyjnej amatorskiej
Cisco IT Essentials
IT Specialist / IT Technician / Technik Informatyk
Microsoft 365 Certified: Fundamentals
Microsoft ECDL - WORD

Senior IT Service Desk Analyst Vistra Poland

Summary

Hello :)

I am a technology and IT enthusiast with a wide range of skills. I have experience in IT infrastructure, working with virtual machines and application containerization. I also have knowledge of server environments, programming and database management.

In free time i also like experimenting with IoT technology and building SmartHome networks. I am independent, creative and a fast learner. My determination and flexible approach allow me to work effectively both individually and in a team.

Experience

VISTRA

2 years 7 months

Senior IT Service Desk Analyst

July 2022 - Present (2 years)

Warszawa, Woj. Mazowieckie, Polska

CEE region - Poland, Czech Republic, Slovakia, Hungary, Romania, Bulgaria

IT Service Desk Analyst

December 2021 - Present (2 years 7 months)

Warszawa, Woj. Mazowieckie, Polska

CEE region - Poland, Czech Republic, Slovakia, Hungary, Romania, Bulgaria

Société Générale

IT Service Desk Specialist

March 2020 - December 2021 (1 year 10 months)

Warszawa, Woj. Mazowieckie, Polska

L1,L2 Service Desk, IT Specialist

Basic Print Server administration (uniprint, uniflow)

Writing in Powershell scripts, Bash, RPA Powershell automation

Basic administration of banking plaforms and supervision of their processes

Admin Office 365 (Exchange, Microsoft Team admin, Skype For Business)

Implementation of business phone user (KNOX, MDM profile)

Corporate, Boxer, WM Workspace, Watch)

User administration (Active Directory, changing passwords, adding to groups, password restarts, console unlocks (UNIX/LINUX), DHCP, DNS, Basic FileServer shares.)

Remotely help for users using Remote Desktop Assistant, TeamViewer.

Installing and configuring: Secure Pulse, F5 VPN Client, Cisco VPN,

Installation and configuration: Citrix Workspace, Citrix Receiver

Working on hypervisors (Monitoring and VMWare machines and HyperV).

Executing requests from the ServiceNow ticketing system

Creating IT documentation in Confluence, JIRA.

Work and supervision on Cisco Webex, Microsoft Teams, Policom, IPC Etrali hardware.

Cooperation with foreign IT departments

SAMSUNG MOBILE SERVICES

Technician/Service Technician/Maintenance Technician

April 2018 - March 2020 (2 years)

Warsaw, Masovian District, Poland

Technician, Service Technician for authorized service of Samsung electronic devices/ Samsung Service Plaza- Warsaw Spire. - SPB Group

Responsibilities:

-Repair level 3 electronic equipment (mobile devices, component replacement, lcd, amoled matrix decoupling).

-Diagnosis of devices using electronic equipment and authorized software.

Training of apprentices

-Participate in training on the latest technologies Quality Control/Post Repair/ Diagnostic Testing.

-Carrying out day-to-day administrative tasks.

-Taking and recording service orders.

-Improving and expediting repair processes (assisting with the implementation of modern techn.).

-Assisting in brand building and improving customer relations.

-Assisting with receiving and shipping of goods.

SAMSUNG MOBILE SERVICES

Service Technician

July 2017 - July 2017 (1 month)

Warsaw, Samsung Premium Service Plaza

Samsung Mobile Services / Plaza - SPB Group Services

A 150-hour internship in the professions of electronics technician and computer scientist under the project:

"Young people closer to the labor market - vocational training of electronics and IT technicians".

Scope of work performed:

Complementing the competencies acquired at school in the field of diagnostics and fault localization, repair technology and post-repair testing of household appliances.

VEDION Digital Outlet

Help Desk Technician, Serviceman

November 2016 - May 2017 (7 months)

Warsaw, Masovian District, Poland

Serviceman/Worker/Tester of computer components and peripherals VEDION

Diagnostics of computer peripherals mainly from LOGITECH.

Repair of computer peripherals mainly from LOGITECH (soldering, hotair, diagnosis).

Assistance with receiving and shipping of goods.

Printing Works MALLOW, Ireland

Graphic Designer, Technician

January 2017 - March 2017 (3 months)

County Cork, Mallow, Ireland

-Designing graphics in Adobe Photoshop and Adobe Illustrator for later use in print.

-Operating professional hydrual and embroidery machines.

-Operating professional printing machines.

-Assistance in installing graphics on storefronts or passenger/truck vehicles.

Erasmus+

Education

Wyższa Szkoła Informatyki Stosowanej i Zarządzania WIT w Warszawie

Bachelor of Science - BS, Informatyka/Computer Science · (2018 - 2022)

Zespół Szkół Nr 36 im. Marcina Kasprzaka

Information Technology Technician, Computer Science · (2014 - 2018)