

L3 Technical Support Specialist

Looking for DevOps opportunities

WORK EXPERIENCE

InfiniteData - L3 Technical Support Specialist (Application Support)

Remote

Feb 2019 – Current

- Support for a strategic client who uses InfinteData's tool AutomateNow.
- Support of 4 RHEL VMs and 10 Windows Server 2012 R2 VMs, 2 Windows Server 2019 VMs
- Troubleshooting issues with above mentioned machines, as well as very deep application related information
- Multiple reporting, knowledge transition, maintenance and auditing duties
- Part of a Proof of Concept project to migrate whole Infrastructure to Oracle Cloud and Azure at a later date.
- Development of multiple Powershell and Bash scripts to automate daily tasks, monitoring and alerts which were deployed using AutomateNow.

SpyroSoft S.A - Helpdesk Specialist (Deskside position)

Wrocław

July 2018 – January 2019

- Maintained 150+ Windows devices, including configuration and monitoring. Additionally maintained multiple Linux devices. Configuration made with focus on compliance with ISO 27001
- Creating, maintaining and troubleshooting security/configuration policies using Endpoint Protection, oversight over company network, administrative duties for company email suite.
- Assisted in day to day break/fix tickets, documenting progress within JIRA, including assistance of Ops and Development Teams in their daily technical difficulties

Hemmersbach GmbH Co.KG - Service Desk Agent

Wrocław

January 2017 – June 2018

- L1 Support role, resolving desktop issues for business users which focus on closing as many issues during first contact.

EDUCATION

Computer Science at Wrocław University of Technology

Wrocław

2015 - 2017 stopped during 2 year due to personal situation

Computer Science, Mathematics and Physics at Trinity Sixth Form

Nottingham, United Kingdom

2013 - 2015

SKILLS

STRONG SKILLS BOLDED, REMAINING IN HOMELAB ENVIRONMENT

- **Native English** speaker
- Always be learning approach
- Smooth operation of standard operating systems: **Windows Server**, Unix/Linux based systems, specifically **RHEL**.
- Scripting languages: **Bash**, **Powershell**
- OOP: Learning Python, basic Perl
- Good understanding of Networking concepts ie. SSL, Site-to-Site, IPsec, **network protocols, iptables**
- Cloud: Azure, Oracle Cloud (basics of both)
- Daily use of **SQL**: query based within **Oracle**, PostgreSQL
- Collaboration/Planning: **JIRA**, **Asana**
- Build tools: **Docker**
- IaC: Ansible, Terraform, Vagrant
- Version control: Github
- Monitoring: Prometheus, Grafana
- Pipelines: Jenkins, Github Actions
- Additional: ScheduleIn, AutomateNow, ServiceNow, Active Directory, Office365 (admin), Venafi