

Professional Summary

I am an experienced IT technician with a large interest in IT and technology in general. I have worked in IT since I was 17 and have always loved it. I enjoy most in depth parts of IT, the more confusing and detail oriented, the more I like it.

Experience

10/2018 - 10/2023 **Clifton College**

Senior IT Technician

- Supported the college Staff, Students and Parents, on site and off site.
- On site support including Hardware, Software, cabling and networking.
- Maintained the MDM Solution
- Assisted with server, software and OS upgrades.
- Trained new users as well as new joiners to the IT team
- Managed the door security system
- Main contact for Exams, ensuring they were compliant
- Wrote and updated guides for Wi-Fi connections, Remote working and MDM.
- Monitored and inspected computers and equipment.

09/2015 - 08/2018 **EE**

Technical Support Engineer

- Supported in the development of new software and supporting the testing of software/hardware.
- Handled the ticketing system, assigning and supporting tasks myself.
- Ensured subscriber information was properly handled.
- Managed information screens used by the testing team and the support teams.
- Addressed and resolved SLA issues promptly using an OTRS system.

Technical Skills

- Microsoft Azure 365
- VPN Management
- Switch Configuration
- Telephony
- Remote Supporting
- Google Admin
- Google Suite
- IOS/Android
- Windows, Linux and MacOS
- Staff education and training
- Hardware/Software diagnosis
- Zoom
- Active Directory
- SSH/TLS

Education

2016 **ITIL**

Foundation Certificate in IT Service Management

2016 **QA Higher Education – College level degrees**

Diploma of Higher Education: ICT Professional Competence

Diploma of Higher Education: ICT Systems and Principles

Functional Skills qualification for ICT Systems and Principles for IT Professionals

Certificate of Higher Education: Information and Communication Technology Level 2

Diploma of Higher Education: ICT Systems and Principles for IT Professionals

Courses

2016 **Oracle Communications**

Diameter Signaling Router (DSR) Oam&P Ed 2 PRV

Acme Packet PRV

2015 **Microsoft**

MTA: Windows Operating System Fundamentals

Languages

English – Native

Polish – Beginner