Fifty Two
Tech Supp Specialist

29 years old

Contact

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📍 Warsaw, Poland

About Me

Several years of various experiences within big corporations delivering IT services.

I started as a general IT administrator , it gaved me a good understanding of infrastructures at all levels .

Meanwhile , in order to reach new opportunities and achieve my goals, i'am currently actively engaged in a program of skills improvement about quality management frameworks such as

- ITIL v3
- Cobit 5
- Prince 2
- BPM
- Lean 6 Sigma

Disclaimer : XXXXXX

Experience

Technical Support Specialist

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`Warsaw (Poland)` `Full-time` `Since September 2015`

- Assist in the integration of High Risks Merchant's systems to our system of credit card payment processing under PCI's regulation
- Answer technical questions from merchants
- Monitoring transactions and activities
- Review logs and respond proactively to problems
- Collaborating with banks to solve external issues
- Phone service for handling customer's litigation
- Provide daily updates to teammates and management
- Take proactive actions in order to detect/prevent frauds

ITIL Change & Service Request Analyst

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`Warsaw (Poland)` `Temporary Work` `January 2015 to August 2015`

- Daily communication with teams in order to coordinate the changes
- Attend CAB meetings, arranging, chairing and minuting where required
- Ensure that changes are implemented and reach their objectives
- Coordination between providers - Vodafone, Wipro, Lufthansa , HCL and Accenture
- Manage the RFC from submission until implementation/rejection
- Circulate RFCs to CAB members to allow prior off-line approval
- Working on-premises of customer (United Kingdom) or remotely (Poland) in a virtual team
- Coordinate the activities of Service Requests between helpdesk and external providers
- Schedule the planning of changes within the infrastructure
- Manage the lifecycle under BMC Remedy OnDemand
- Project : Temporary transition project between two ITSM providers : Accenture and HCL

Windows Systems Administrator

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`Budapest (Hungary)` `Full-time` `November 2013 to October 2014`

- 3rd level of support for european activities
- Prepare daily reports covering datas , SQL databases, web analytics, and performances
- Administration and monitoring of B2B platforms in our datancenters in 24/5 mode (IIS/SQL/HyperV)
- Administration of Windows products (Windows/Exchange/Sharepoint)
- Define and perform KPI reviews and perform quarterly SOX reports
- Management of changes activities within our datacenter
- Microsoft's softwares and physical assets management
- Creation and update of IT teams documentation
- Training of a newcomer
- Drawing of IT infrastructure's diagrams and workflows with MS Visio
- Working remotely (Budapest) or on-sites (Paris)
- Project : Transfer of workload from France to the shared services center in Budapest

Education

IT Bachelor

Paris XXXXXX

`October 2008 to October 2009`

Option : Networking and wireless technologies

Skills

Trainings

- ITIL v3 foundation : 5 days in-class (2013)
- Cobit 5 foundation : 1 week training (2014)
- BPMN 2.0 : 1 week training (2014)

Certifications

- ITIL v3 foundation (2013)
- Cobit 5 foundation (spring 2017)
- Prince 2 foundation (2017)
- ITIL Practitioner (2017)
- EU General Data Protection Regulation (2018)
- Six Sigma Yellow Belt (2018)

Microsoft

- Exchange 2010/2013 ★★★⯨☆
- Sharepoint 2010/2013 ★★★☆☆
- Windows 2003/2008 ★★⯨☆☆
- Powershell ★★⯨☆☆
- IIS 7 ★★☆☆☆
- Hyper V ★⯨☆☆☆
- Azure Cloud ★☆☆☆☆
- SCCM ★⯨☆☆☆

IT Service Management

- IBM Maximo ★★⯨☆☆
- Microsoft Service Manager ★★⯨☆☆
- BMC Remedy ★⯨☆☆☆
- Supportworks Hornbill ★⯨☆☆☆

Business Process Management

- BonitaSoft ★☆☆☆☆
- MS Visio 2013 ★⯨☆☆☆
- Sparx Entreprise Architect ★☆☆☆☆

Exchange Administrator

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`Prague (Czech Republic)` `Full-time` `January 2013 to November 2013`

- 2nd level support of Exchange 2010 domains
- Support of mobile solutions : BBS BlackBerry and GOOD Iphone
- Support of backup solutions : Symantec Vault and IBM Tivoli
- Automate daily tasks with scripts in powershell and sql
- Creation and update of technical documentation
- Participation to the daily incidents reviews meeting
- Deputy of the dispatcher

IT Systems Administrator

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`Istanbul (Turkey)` `Temporary Work` `October 2010 to November 2012`

- Full ownership of all IT environment within the country
- Definition and application of common IT policies in all sites
- Improvement of existing processes by applying best practices
- Establish and maintain the outsourcing effort
- Administration of web servers in cloud
- Build and keep good relationships with 3rd party providers and suppliers
- Creation of all technical / functional IT documentation and diagrams
- Administration of Office 365, Windows and Linux
- Provide training sessions to end-users
- Negotiation of IT related contracts
- SEO/SEM and Email marketing strategies
- Virtualization of servers to VMWare
- Assistant for Facility Management
- Act as a bridge between technical and non-technical stakeholders
- Creation of all technical / functional IT documentations , diagrams and processes
- Physical and software assets management
- Define and control IT budget within global budget

Windows Systems Administrator

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`Paris (France)` `Internship` `July 2010 to October 2010`

- Topic : Configuration of Forefront TMG 2010 in cluster mode

Linux Systems Administrator

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`Paris (France)` `Internship` `June 2009 to October 2009`

- Topic : Installation of an automated mass-deployment solution

Teacher

Library "XXXXXX"

`Paris (France)` `Volunteer Work` `2000 to 2003`

- Teaching IT basics and intermediate to seniors and kids during my free-time after school

Frameworks

- UML 2.0 ★½☆☆☆
- Cobit 5 ★★½☆☆☆
- Prince 2 ★☆☆☆☆
- BPMN 2.0 ★☆☆☆☆
- ITIL v3 ★★☆☆☆

Languages

- French (native) ★★★★★
- English ★★★★½
- Turkish ★★★★☆
- Polish ★★★½☆
- Czech ★★½☆☆☆
- Spanish ★★½☆☆☆
- Russian (in progress) ★½☆☆☆

Interests

Hobbies

- Reading
- Swimming
- Learning new languages
- Tourism
- Development of soft skills