

Ing. Jozef Černý



My latest full-time position was Operational Team Lead who is responsible for his own teams, delivering technical support for our corporate client. Before this position I worked as Delivery Specialist Advisor/MacAfee antivirus specialist for the same client Honeywell. I am proficient at managing suppliers and customers, creating bespoke business solutions for customers, interacting with senior members of the business, responsible for my own revenue stream, working closely with hardware departments, security teams and technicians to ensure fulfillment. I am looking for IT position which would allow me to effectively use my knowledge as well as to help me to improve and obtain new skills. I have one year experience with workload coordination and reporting, preparing work schedules for the team etc.

Education

2007-2012

Slovak University of Technology in Bratislava,
Faculty of Electrical Engineering and Information
Technology, Telecommunication

1999-2007

Gymnázium F.G.Lorcu – Spanish Bilingual School

Additional Qualifications

IT tester course (Aptech Europe)
Network (CCNA 1)

Current work experience

STUDIO TEM

Junior Frontend Developer

2021 - Present

- Creating and implementing the user interface and interactive parts of a website. Working closely with backend developers, designers and others from the web development team to program websites based on client's requirements. Focusing on responsive and fluid design.

Previous work experience

DELL/NTT DATA

Operational team lead

2018 - 2020

- Manage teams to ensure efficient day-to-day operations, implement processes and programs, ensure helpful services for customers and ensure the equipment for the teams. Providing reports to higher management, presenting improvements and solutions.

Delivery specialist advisor

2017 - 2018

- Managing suppliers and customers, creating hardware, software or bespoke service business solutions for customers, communicating with senior members of the business, managing my own revenue stream, working closely with hardware departments and technicians to make sure that customer requests are carried out on time and properly. Focusing on SLA compliance Client and Vendor, securing Services, preparing quotes, quote negotiation and dispute resolution. Authorising Invoices, developing, updating and managing service catalog and internal finance tracker sheet.

MacAfee antivirus specialist

2016 - 2018

- Technical support for internal company Honeywell. Managing virus related alerts. Sending mitigation instructions to the field technicians or performing computer cleanups remotely. Ensure the security software on customer's computers is up to date and functional. First point of contact on Service Desk for Antivirus related issues. Ticket management in BMC Remedy and Service Now. Back office operations, first point of contact between manager and the team.

Languages

English

Spanish

Slovak

Skills

HTML, CSS, Bootstrap

JavaScript, jQuery

VS code, Atom

Django, Vue.js

GitHub

Python, Anaconda

Jupyter Notebook

NumPy, Pandas

Matplotlib, Seaborn

Plotly, Cufflinks

TensorFlow, Scikit-learn

McAfee, Network

MS Office, Service Now

Previous work experience

DELL/NTT DATA

Workload coordinator 2016 - 2017

- Preparing work schedules for two technical teams, reporting, managing vacations, schedules for trainings etc. Cooperating with senior management to present reports, service improvements, efficiency and provide the best service for our customer in peak periods in a timely manner. Back office operations.

Client Technical Senior Associate 2016

- Providing technical support to the customer over the phone, chat, e-mail (Ranging from troubleshooting basic Windows/Office to more advanced booting issues and hardware diagnostics up to business specific applications, servers & voice systems.) Back office operations, first point of contact between manager and the team.

Other work experience

Accenture internship 2015

- Working on international project in scrum team. Testing front end of a web applications by using Accenture tools and testing tool (SoapUI). Studying and understanding design documentation. Writing test scripts/cases based on design documentation and also performing manual testing of applications based on design test scripts/cases.

Fitness & Nutrition Instructor 2012 - 2015

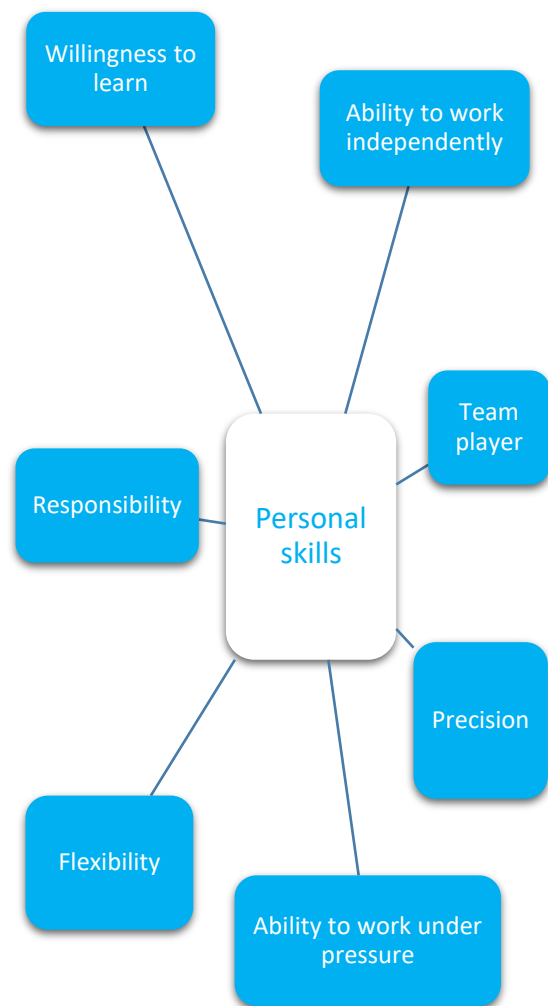
- Communicate with clients, motivate them by setting goals, improve their health, optimize their performance and manage their weight. Advice on dietary practices, exercise, use of vitamins, minerals and supplements.

Network Administrator 2010

- Banco Mais, Bratislava
- Managing a local area of communications network, monitoring software upgrades and daily activity including backups, technical support and helpdesk based on employee requirement.

Project

Graduation thesis: Quality Assurance of Voice Services in IP Networks.



Interests and hobbies

Family, fitness and healthy nutrition, programming, computer technologies, sports, music, traveling, culture.