Gergely Kalóz

### IT Professional

Talented IT Professional with gift for understanding co-value creation. Versed in troubleshooting and desktop support. Proven skill in resolving problems quickly and eﬃciently. Strong understanding of ITIL v4 framework, Networking, Troubleshooting, Agile Methodologies and DevOps principles. Intermediate in Python automation tasks with the eagerness of expending knowledge base.

[](mailto:reklamszemet@gmail.com) [reklamszemet@gmail.com](mailto:reklamszemet@gmail.com) 07500167286

 Pontycymer, Wales [](https://www.linkedin.com/in/gergelykaloz/) [linkedin.com/in/gergelykaloz](https://www.linkedin.com/in/gergelykaloz/)

[github.com/Akiskaloz](https://github.com/Akiskaloz)

# EDUCATION

**Diploma of Higher Education/Foundation Degree: Journalism And Presstech** University of Szeged

*09/2010 - 08/2012*, *Szeged Hungary*

*Courses*

ITIL farmewrok foundation IT support Networking Journalism

Hardware and software installation

## High School Diploma of Economcis

### High school of Economy - Kiskunfelegyhaza

*09/2009 - 07/2010*, *Kiskunfelegyhaza, Hungary Courses*

Bookkeping Economcis

Communcation and Marketing

# EXPERIENCE

## Customer Support Assistant

### ALDI

*05/2015 - Present*, *UK*

*Achievements/Tasks*

Customer engagement support Payment management

First line of contact Conﬂict management

# SKILLS

Written Communication

Attention to Detail

Analitical and Critical Thinking

Complaint Resolution

Software Development Life-Cycle

Documentatiton Skills

Project Management

Quality Assurance

Agile Frameworks

Productivity Uptime Management

Technical Issue Analysis

**CERTIFICATES**

CompTIA A+ (2023)

CompTIA Network+ (2023)

Project Management (Bincom Dev Centre) (2023) DevOps Pre-Requisite (2022)

ITIL v4 Foundation Ready (2022)

# LANGUAGES

*Contact : Store Manager/Assistant Managers - 01443226989*

## Trainee Store Manager

### Yum/Pizza Hut

*09/2012 - 05/2015*, *Bristol*

English

*Native or Bilingual Proﬁciency*

German

*Professional Working Proﬁciency*

# INTERESTS

Hungarian

*Native or Bilingual Proﬁciency*

Technology and Development

AI Implementation

Cryptography and Encription

Education