

# ANGELO JUNIOR IRAKOZE

## 2nd Level RETAIL IT Support

### CONTACT

+48 729 296 894

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### EDUCATION

PJATK

University

**2021-PRESENT**

IFAK

High School

**2013 - 2018**

### SKILLS

Soft skills

Linux, ServiceNow, SAP, Citrix and  
oracle applications such as oracle

Sql, Familiar with Java, C++,

Csharp

Interaction skills

Problem solving attitude,

Troubleshooting,

Good communication skills, Goal  
oriented, MS word and Excel

Linguistic skills

English C1, French C1, German A1

### REFERENCES

Provided upon request.

### SUMMARY

A passionate IT person with over 3 years experience in the field. Known for my hardworking ethic and exceptional people skills. On a daily, I look forward to completing the settled goals by the business within the provided deadline.

### WORK EXPERIENCE

#### 2ND LEVEL RETAIL IT SUPPORT

Diebold Nixdorf

**2024 - Present**

Installation of software on devices such as printers and thinclients. We use softwares like citrix ivanti, sql to update database and powershell or cmd to run scripts. Ticketing softwares like oracle based applications and SNOW are used. Management of active directory for admin user modification.

#### 1ST LEVEL IT SUPPORT

Diebold Nixdorf

**2022**

Troubleshooting devices with connectivity issues like wifi or ethernet. Software installation and repairing citrix based applications such as Ivanti. Ticketing using oracle based applications and SNOW.

Formation of new agents and refreshing of onboard agents.

#### SENIOR 1ST LEVEL IT HELPDESK

Teleperformance Polska

**2022**

Troubleshooting WIFI and ethernet connections of devices and evaluation of device compliance with requirements. Dispatching technician on site using SNOW. Connecting on devices using citrix based applications in order to resolve incidents.

Monitoring and training new and old 1st level IT helpdesk agents. Implementing new procedures in a general solution database to facilitate troubleshooting.

## 1ST LEVEL IT HELPDESK

Teleperformance Polska

**2021 - 2022**

Troubleshooting WIFI and ethernet connections of devices and evaluation of device compliance with requirements. Dispatching technician on site using SNOW. Connecting on devices using citrix based applications in order to resolve incidents.