

# Curriculum Vitae

## Personal Information:

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## Work experience:

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**2012 Working as a factory worker in Solway foods in United Kingdom. City of Corby, UK**  
-Manual labor.

**2013 Working as a telephone sales consultant (Telekomunikacja Polska). City of Olsztyn, Poland**  
-Calling costumers and offering current offers and deals.

**2015 Working as a staff member for a Chinese (Fai Liao) fertilizer company. City of Jinan, China**  
-Working as a contractor for one of the biggest fertilizer companies.  
-Doing presentation on new deals for Chinese farmers (both in English and Mandarin Chinese)

**2015 Working as a construction company translator for Wan Da Plaza. City of Jinxiang, China**  
-Opening ceremonies for finished shopping centers, working with Chinese costumer.

### **2016 October – 2017 November - IT Helpdesk Analyst at Cineworld Cinemas Ltd**

Key responsibilities:

- Providing technical support to over 1000 individual users in domain environment.
- Supporting over 120 facilities located all over UK.
- Creating new and managing existing calls in ticketing service.
- Checking critical infrastructure points on daily basis (routers, web booking, crucial tasks on server end).
- Contacting and working together with other departments in order to solve complex problems (Retail, marketing, finance, ecommerce, internet service providers, other lines of support).
- Reading existing technical documentation and creating new in order to improve workflow of helpdesk.

Tools used:

Remote access:

Dame ware- for troubleshooting and fixing office PC's, workstations (ATM's , Points of Sale) .  
MSTSC- For connecting to servers, troubleshooting issues on remote sites.

VNC- for connecting to Intel stick PC's.  
Putty- for rebooting firewalls.

Microsoft:

MS Office- Outlook, word , excel

Active directory- unlocking passwords, changing passwords, troubleshooting "members off" in order to fix access related issues with groups. Creating new users in AD.

Command Prompt – troubleshooting network related issues using basic commands like ping, tracert, nslookup.

PowerShell- writing scripts to automate often repeated simple tasks:

- copying/ deleting multiple files on remote servers using regex to filter files by specific property.
- Changing registry keys on multiple remote workstations.
- Checking versions of programs installed ( like .net).
- Automating troubleshooting process for critical events (pinging multiple servers in parallel, checking status of services like IIS and SQL agent for web booking related sites ).
- Troubleshooting issues related to domain controllers (checking DHCP scopes to make reports on estimated numbers of workstations in domain).
- Using PowerShell to create simple csv reports related to active directory.
- Automated logging of for idle users, sending emails to those users.

### **2017 November – Promoted to IT Service Desk Team Leader at Cineworld Cinemas Ltd**

IT Service Desk Team Leader

Performing all tasks for 1st line of support in addition to:

Writing reports on team performance.

Managing escalations and critical issues.

Supporting staff members with technical issues.

Training new staff members.

Creating guides for new arising issues to improve team workflow.

### **2018 March – Technical support engineer at Ivanti**

-working with customers system/network administrators in order to apply suitable solutions to production environments.

-Replicating issues by creating domains in windows environments mirroring production solutions in order to reproduce the problem "in house".

- Troubleshooting network/rights/sql issues on customer environments using tools like:

#Process monitor

#Wireshark

#Fiddler

#chrome devtools (in electron.js based applications).

-Handling critical issues stopping corporate environments

Focused on:

- MDM (mobility) based solutions and issues related to those.
- Provisioning (laying down image using Ivanti app)
- Software distribution

-Helping with decisions on implementation for new solutions on production environment.

### **Education background:**

June 2012 graduated in Political Science at Poland Warmia - Mazury University (bachelors)

July 2015 finished one year Confucius scholarship program at University of Jinan, Shandong Province, China

July 2016 graduated in Sinology at WSJO Poznań

### **Self-evaluation and presentation:**

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I am a IT professional. In my work I have always aimed to improve myself on daily basis to become better at what I do.

In past three years I have worked in corporate and multinational environment using English on daily basis in order to provide best support to our company. I have supported multiple devices and solved issues ranging from minor client inconveniences to business threatening.

I value teamwork above all. I do not shy away from seeking knowledge from other coworkers when needed. I find joy in brainstorming and solving complex issues with other coworkers. It brings me joy to share what I know with other staff members and see them grow, as much as I know that the best way of my growth is by others.

I am capable of working with people from various cultural backgrounds and different trades.

My passion and subjects I try to improve on are: programming (HTML/CSS/JavaScript/MSQL/PHP) and scripting (PowerShell). However I am always opened to learn about new technologies and explore new tools in order to better myself

I like studding foreign languages. I speak fluent English and Mandarin. Two years ago I have passed HSK 5 (Written Chinese proficiency test) and HSK 3 (spoken Chinese proficiency test). During My one year scholarship in China I was working part time in few multilingual and multicultural environments.

## **Skills and Capabilities:**

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### **PowerShell – Intermediate**

This is my favorite tool to use at workplace.

I try to improve by self study in use of PowerShell whenever I can, by reading books and reading knowledgebases online

I will approach any projects that involve PowerShell with great dose of enthusiasm

I am capable of using PowerShell to perform simple automating tasks with ease, and I am capable of solving intermediate problems by googling them.

### **Command prompt– Intermediate**

Troubleshooting network related issues (ping, tracert, telnet, nslookup).

Activating windows, using some parts of gui when needed.

Installing software from cmd prompt.

### **Active Directory and Domain Environment – intermediate**

(unlocking accounts, changing passwords, creating new users in domain, troubleshooting “member of related passwords”)

### **MS Exchange – Basics**

### **MS Office – Intermediate**

(installing for new users, activating, troubleshooting issues related to changed settings etc. )

### **MS SQL – Basics**

- In work experience: Mostly with SSMS forming simple queries to gather needed information, updating single rows with new data
- In spare time self study: creating new databases, updating database with new rows, connecting to DB using simple PHP scripts.

### **Office 365- Basics**

(Creating new accounts for users)

### **Windows server- Intermediate**

-Installing new server on VM

-Troubleshooting cpu related issues.

-Promoting server to domain controller

-Installing new features (ex. telnet)

-Checking DHCP scopes for issues related to lack of DNS resolution

-Gathering information to be passed to higher tiers of support like network related/routing issues or lack of DNS resolution.

**Hardware support- Intermediate**

Daily support of wide range of devices and their issues:

- Printers (shared printers, network printers, printers used on POS): STAR, Zebra, ODP Aures, Konica Minolta. Adding new printers, sharing printers from other PCs to new users.
- PC base units (No POST, failures to boot, configuring new devices after replacement).
- PEDs/Chip and Pins/ Terminals (no power, hardware and software related. Diagnosing issues and applying fixes, ordering replacements)- VeriFone devices.
- Scanners- (calibration, software issues, replacements).
- Ipods- ordering replacements, guiding users on how to fix basic setting related issues.
- Point Of Sale and all their modules.
- Touchscreens – calibration, diagnostics, ordering replacements.
- Digital displays/signage – ordering replacement in case of smashed equipment, issues related to intel sticks/ intel nuc PC. Sync related issues on the screens.
- Personal PC's Laptops- diagnosing issues, applying fixes, ordering replacements.

**ReqLogic**

Using reqlogic as a tool to rise new PO's, create invoices, order new equipment.

Fixing issues related to reqlogic for other users. Changing approvers for users, creating new accounts for new users.

**VMware- basics**

(Creating new virtual machine and installing operating system on it, turning on/ off VM's when needed, troubleshooting basic issues with VM's, using console to connect to remote server when needed)

**Dell Idrac- basics**

Connecting remotely to server and turning it on if needed.

**AirWatch- Intermediate**

Managing devices, enrolling new devices, installing existing profiles, remotely installing 3<sup>rd</sup> party software.

**Solarwinds-** monitoring routers, gathering information on when router was rebooted.

**SciVisum-** monitoring web booking issues.

**Remote access- advance**

Supporting remotely clients using multiple tools like:

- MSTSC
- Dame Ware
- VNC
- Remote registry
- PowerShell
- Telnet

**Technical support-**

Reporting issues, gathering information on the issue, troubleshooting , providing fixes. Reading existing and creating new technical documentation to improve department workflow.

**Customer service-**

Professional approach, and high work ethics.

**Operating Systems:** Windows XP, Windows Vista, Windows 7, Windows 8, 8.1, Android, iOS (only ipods), Windows server 2008 r2,

**TCP/IP-** beginner

- Knowledge of basic OSI model.
- Capable of troubleshooting issues using simple tools (Ping/tracert/nslookup).
- Narrowing down issues in case of access related issues/ lack of DNS resolution.
- Novice knowledge of network infrastructure (routers/switches/firewalls)
- Using Wireshark to troubleshoot basic protocol issues or performance issues.
- Using TCPview to troubleshoot processes causing network hog on the endpoint
- Using Fiddler/Postman (basic http request troubleshooting )

**HTML\CSS\JavaScript-** intermediate

Learning in spare time. Capable of creating simple websites.

My last project:

<https://audio-file-v5.herokuapp.com>

Improving every day.

**Languages:**

Polish: Native speaker

English: Fluent both in speech and writing

Chinese: B2 level- both in speech and writing