

Curriculum Vitae

Personal Information:

Name: Dawid Gałęziewski
Address: Warsaw 02-703, Pejzażowa 2 m 605
Date of birth: 1990.10.27
Phone: 509 956 560
Email: dawid.galeziewski.dev@gmail.com



Work experience:

2019 April – Promoted to Senior Technical Support Engineer at Ivanti

In addition to previous responsibilities:

- working with development on business critical issues (bug replication/analysis)
- specializing in troubleshooting Electron.js based module of the product. Using developer tools/postman. HTTP request/certificate encryption/IIS configuration issues
- creating documentation for tested solutions
- helping new hires
- advising customers on best suiting solutions for the environment

2018 March – Technical Support Engineer at Ivanti

- helping with powershell/batch script deployment related issues
- writing simple sql queries to establish basic performance hindrances on production databases
- 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” (using tools like: vSphere/ms sql)
- troubleshooting network/gpo/sql related issues on customer environments

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

In addition to previous responsibilities:

- managing escalations and critical issues
- working on cross team cooperation regarding complex problems (i.e with development, retail)
- writing reports on team performance
- supporting staff members with technical issues
- training new staff members
- creating guides for new arising issues to improve team workflow

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

- reading existing technical documentation and creating new in order to improve workflow of helpdesk.
- 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).

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.

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)

2013 Working as a telephone sales consultant (Telekomunikacja Polska). City of Olsztyn, Poland

- calling costumers and offering current offers and deals.

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

- manual labor.

Education background:

June 2019

Graduated front end developer bootcamp at Akademia 108 Warsaw

July 2016

Graduated in Chinese language studies at WSJO Poznań – specializing at Chinese to Polish translation

July 2015

Finished one year Confucius scholarship program at University of Jinan, Shandong Province, China

June 2012

Graduated in Political Science at Poland Warmia - Mazury University (bachelors)

Self-evaluation and presentation:

I am an 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 the company. I have gathered experience in various IT related fields like: scripting , application support, network and infrastructure.

Those experiences has helped me to establish the field my interests gravitate the most: scripting and software development.

I have supported multiple systems and solved issues ranging from minor client inconveniences to business threatening. Not only focusing on the technical aspect but trying to understand the business perspective of the challenge.

I value teamwork above all and 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.

Recently I am focused on improving my software development skills in order to work full time in this area fallowing simple rule of "Do more of what makes you happy".

In spare time. I like studding foreign languages. I speak fluent English and Mandarin. Few 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.

I am always opened to learn about new technologies and explore new tools in order to better myself.

Skills and Capabilities:

Programming:

HTML/CSS – Intermediate

Applying basic layouts. Knowledge on box model, DOM structure.

BEM naming convention.

RWD – basic styles changes with media queries depending on device size.

Troubleshooting issues using developer tools.

Applying best practices to a project.

JavaScript – beginner

Knowledge of basic programming concepts and ability to apply those in real life applications (i.e datatypes, scopes, if statements, loops, functions, classes etc.).

Learning both ES5 and ES6 methods (template literals, arrow functions etc.).

Bootstrap

Basic use of re-usable styles. Using bootstrap grid in a project. Able to modify existing styles for the project.

SCSS

Using variables and partials in order to create clean and re-usable styles for small projects.

GIT

Basic developers workflow. Staging files. Writing readable and short commits.

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.

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.

Other IT-related skills:

Command prompt/terminal – Intermediate

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

Activating windows, using some parts of gui when needed.

Basic commands for maneuvering around os/copying files etc.

Linux - basic

I have knowledge of basic linux file systems. Work experience with troubleshooting issues on linux boxes (mostly Ubuntu and CentOS)

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.)

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 3rd party software.

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

SciVisum- monitoring web booking issues.

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)

Languages:

Polish: Native speaker

English: Fluent both in speech and writing

Chinese: b2 level- both in speech and writing