ADAM DEMSKI

PROFILE

Computer Science student at WSB Merito in Wrocław, with experience in IT and technology security. I have worked in technical support and system security oversight for a large company. I am determined to develop my skills by seeking new professional challenges, especially in the fields of cybersecurity and IT technology. I combine a strong technical foundation with a practical approach to problem-solving.

SKILLS

- Windows/Linux
- TCP/IP, VPN, Firewalls
- Active Directory
- Java
- Python
- SQL
- GIT
- Circle CI
- Windows Server

LANGUAGES

- Polish (native)
- English C1

CONTACT:

WEBSITE:
adamdemski.com
GITHUB:
github.com/Disnayz
E-MAIL:
adamdemski3@gmail.com

WORK EXPERIENCE

Technical Support Engineer II – Zscaler
2025-03 – Obecnie

As a Technical Support Engineer at Zscaler, I am responsible for providing advanced Level 2 support for Zscaler ZIA, ZCC, and ZDX, troubleshooting complex network and security issues related to proxy traffic, routing behaviour, and encrypted communications. I perform detailed packet and log analysis using Wireshark, HAR files, Fiddler, and Zscaler logs to identify SSL/TLS, policy enforcement, routing, and performance issues.
I diagnose and resolve GRE, IPsec, and SD-WAN connectivity problems, including packet loss, latency, tunnel instability, and tunnel flapping.
I am assisting customers with configuring and troubleshooting security policies such as Firewall, URL Filtering, DNS Control, File Type Control, Cloud Application Control, HTTP Header Control, and SSL Inspection to meet customer requirements. I support Virtual Service Edges, PAC files, and log streaming integrations with customer SIEM solutions, as well as assist with Group Policy Objects (GPO), Active Directory, and identity provider (IdP) configuration and troubleshooting to ensure proper authentication and policy enforcement. I collaborate with engineering and escalation teams, document solutions and best practices, and provide clear technical guidance to customers and internal stakeholders while promoting security best practices.

Specialist Security/IT - LG Energy Solution
2024-09 – 2025-03

As a Security/IT Specialist, I was responsible for the issuance and modification of ID cards, configure access zones, and overseeing the Photo Permission system. I was also responsible for maintaining and troubleshooting security infrastructure, including ID readers and access control systems. I ensured smooth operation of security networks and supported overall security measures within the company premises. Additionally, I improved the Photo Permission system by implementing a process for deletion of permissions for employees who leave the company, strengthening both security and data management.

Intern in IT Support Department - Neonet S.A.
2024-03 – 2024-06

Utilized ticketing systems to oversee and handle support tasks and inquiries. Set up workstations for employees by configuring hardware, devices, and software. Identified and resolved hardware, software, and network problems using remote access tools (eAuditor).

EDUCATION

WSB Merito Wrocław Computer Science (part-time)
2023-10 - Obecnie

CERTIFICATIONS

CompTIA Security+ - CompTIA

Zscaler Digital Transformation Administrator - Zscaler