György Kovács

Dedicated IT professional with history of meeting company goals utilizing consistent and organized practices. Skilled in handling pressure and adapting to new situations and challenges to best enhance the organizational brand.

📍 **Piliscsaba, Hungary**   in

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Work Experience

ServiceNow Certified System Administrator

UNISYS
May 2022 - December 2022
Budapest, Hungary

- Providing front-end development services to client companies
- Serving government and industrial (financial, production, and IT) clientele
- Delivering services within specific timeframes for a global customer base
- Conducting work in accordance with corporate guidelines and regulations while maintaining cybersecurity
- Improving operational performance for high-level service through problem-solving and acquiring new skills to enhance productivity
- Ensuring efficient and accurate completion of daily tasks
- Exhibiting critical thinking in problem-solving
- Evaluating solutions, and decision-making
- Surpassing set goals through effective task prioritization and high work ethics.

Tasks

- Front-end development
- Debugging and support
- Catalogs and knowledge bases
- Reports and dashboards
- Data migration and release cycles

- Notifications, Workflows
- On-call scheduling
- Assignment rules
- Foundation data
- SLA management

Senior IT Service Desk Agent

UNISYS

January 2018 - May 2022
Budapest, Hungary

- Provided exceptional customer service, handling challenging situations with ease
- Actively listened to customer needs to provide an excellent customer experience
- Maintained a record of outstanding attendance with consistent on-time arrival
- Continuously sought to improve efficiency and productivity through skill acquisition and application
- Provided support to notable clients including the European Central Bank and Cushman & Wakefield
- Enhanced working relationships by participating in team-building activities with team members

Applied technologies

- MS Office, Windows OS (PC)
- MS Endpoint Manager, Intune
- MS SharePoint
- Active Directory
- Printers and external hardware
- Network troubleshooting, CMD
- Ticketing Tools: ServiceNow, HPSM
- Security checks, RSA tokens
- Mobile support

Tasks and skills

- Client support in English
- Professional business communication
- Team work and effective collaboration
- Problem-solving mindset
- Creative thinking and ideation
- Openness to change and adaptability
- Time management and prioritization
- Representation of corporate brand values and image

Music teacher/Musician

1996 - 2017

Colchester Institute - UK

Old Buckenham Hall - UK

Music School of Mindszent - Hungary

- Provided music education, including fundamentals, instrumental technique and performance
- Taught musicians of varying ages and skill levels
- Performed in theaters, symphony orchestras, and jazz combos in Hungary and the UK
- Proficient in classical and jazz repertoire
- Utilized computer technology, including Audacity software, in musical education and performance.

Education

A&K Akadémia
Java Developer
2021 - 2022

Studied technologies

- Java, JUnit
- SpringBoot, Thymeleaf, Maven
- HTML, CSS, JSP, JSTL , JPA
- SQL, JDBC, MySQL, H2, Postgre
- Stream API, REST API
- Date and Time API
- Jira, Confluence

Programming principles

- Algorithmic thinking
- Object-Oriented Programming
- SOLID principles
- Collections Framework
- Concurrency and Parallelism
- Clean coding practices.
- Debugging and troubleshooting techniques.

ServiceNow
Certified System Administrator
2022

Credential ID 23848589

2003- 2005
Debrecen University

Master - Music teacher and artist

1999 - 2003
Szeged University

Bachelor - Music teacher

Languages

English - Proficient

Hungarian - Native