



DAWID CZERWIŃSKI

Technical Support Engineer | L2 Ops
Specialist

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PROFESSIONAL SUMMARY

IT Specialist combining technical skills (Python, Linux, SQL) with operational experience (FedEx). I effectively diagnose problems (Troubleshooting) and ensure SLA compliance. I leverage scripting to automate repetitive tasks.

TECHNICAL SKILLS

Programming Languages	Bash Automation, SQL (Basics), Networking (TCP/IP / DNS)
Tools & Systems Skills	Python (Scripting), Google Workspace API, MS Office, Git (CI/CD GitHub Actions), VS Code Linux (Ubuntu CLI), Enterprise Ticketing Systems (SLA), Incident Management, Problem Solving
Languages	Polish (Native) • English (C1/C2 - Advanced Professional)

KEY PROJECTS

WikiGraph Lab [Python, Neo4j, Docker, SQL, FastAPI]	source code
Language-agnostic Knowledge Graph engine processing Wikipedia into a unified Neo4j + SQLite structure.	

LeadFinder & Katalog Ecosystem [Python, Next.js, React, Node.js, Playwright, MS Office]	source code
End-to-end sales automation pipeline and template marketplace. Features automated lead scraping and dynamic 'Magic Link' demo generation.	

WORK EXPERIENCE

IT Mentor / Technical Instructor Giganci Programowania, Kielce / Remote	Jan 2024 - Jun 2025
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- Course Instruction: Delivered comprehensive training in Python, C++, and C#. Responsible for student progress.
- Live Debugging & Technical Support: Real-time diagnosis/fixing of code errors and environment configuration (VS Code, Unity).
- Async Ticket Support (Discord): Remote technical support for students outside class hours.

Project Worker AB Midden Nederland, Netherlands	Feb 2025 - Oct 2025
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- Executed time-sensitive tasks in a fast-paced production environment.
- Collaborated in an international, English-speaking team.

Clearance Broker / Operations Specialist FedEx Express Ireland, Ireland (Remote, Krakow)	Mar 2022 - Jul 2023
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- Documentation analysis and ensuring compliance with customs clearance processes (Customs Compliance).
- Operational incident management within an internal ticketing system (Ticket-based workflow).
- Worked under strict deadlines (SLA) in an international team.

EDUCATION

Cracow University of Technology - Field: Applied Mathematics (Applied Mathematics)	2020-2022
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AGH University of Science and Technology - Field: Electronics and Telecommunications (Electronics and Telecommunications)	2019-2020
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I hereby consent to my personal data being processed by for the purpose of considering my application for the vacancy advertised under the Data Protection Act 2018 (Act) and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).