



# DAWID CZERWIŃSKI

IT Support Specialist / Helpdesk L1

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📍 Krakow, Poland / Remote

## PROFESSIONAL SUMMARY

IT Specialist combining experience in international operations (FedEx) with technical education practice (Giganci Programowania). As an IT Mentor, I developed high patience and the ability to explain technical issues to laypeople, regularly diagnosing and resolving configuration problems on students' computers. Additionally, thanks to working in a corporate environment, I perfectly understand the rigor of working with documentation, SLA, and ticketing systems. I am looking for development opportunities on the first line of support (L1 Support / Helpdesk), where I will utilize my communication skills and technical acumen.

## TECHNICAL SKILLS

<b>Programming Languages</b>	Python, Bash, SQL basics, Docker, Git
<b>Tools &amp; Systems</b>	Windows 10/11, Linux (Ubuntu CLI), Google Workspace, MS Office, VS Code / Unity
<b>Skills</b>	Enterprise Ticketing Systems, Incident Management, SLA rigor, Customer service
<b>Languages</b>	Polish (Native) • English (C1/C2 - Advanced Professional)

## KEY PROJECTS

### Prywatne Projekty IT [Linux, Docker, Python, SQL]

[source code](#)

Creating and deploying custom systems (incl. WikiGraph, LeadFinder).

## WORK EXPERIENCE

### Programming Teacher / IT Mentor | Giganci Programowania, Remote

Jan 2024 - Jun 2025

- Educational Instruction: Conducting technical training (Python, C++, C#). Explaining complex computer science concepts to people with zero technical knowledge in a clear and patient manner.
- Environment Troubleshooting (L1 Support): Live hardware and software troubleshooting for students (package installation, environment variable configuration, resolving Windows system conflicts, and VS Code/Unity configuration).
- Async Support: Remote handling of technical queries and issues from students (via Discord), functioning on first-line support principles.
- Ticket Management: Collaboration with the client (students' parents) and reporting progress and organizational issues in an internal CRM system.

### Project Worker | AB Midden Nederland, Netherlands

Feb 2025 - Oct 2025

- 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

- 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

**AGH University of Science and Technology** - Field: Electronics and Telecommunications (Electronics and Telecommunications)

2019-2020

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