



# DAWID CZERWIŃSKI

Technical Support Engineer | L2 Ops Specialist

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📍 Krakow, Poland / Remote

## 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

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

## KEY PROJECTS

<b>WikiGraph Lab</b> [Python, Neo4j, Docker, SQL, FastAPI]	<a href="#">source code</a>
Language-agnostic Knowledge Graph engine processing Wikipedia into a unified Neo4j + SQLite structure.	
<b>LeadFinder &amp; Katalog Ecosystem</b> [Python, Next.js, React, Node.js, Playwright, MS Office]	<a href="#">source code</a>
End-to-end sales automation pipeline and template marketplace. Features automated lead scraping and dynamic 'Magic Link' demo generation.	

## WORK EXPERIENCE

<b>IT Mentor / Technical Instructor</b>   Giganci Programowania, Kielce / Remote	Jan 2024 - Jun 2025
• 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.	
<b>Project Worker</b>   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.	
<b>Clearance Broker / Operations Specialist</b>   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

<b>Cracow University of Technology</b> - Field: Applied Mathematics (Applied Mathematics)	2020-2022
<b>AGH University of Science and Technology</b> - Field: Electronics and Telecommunications (Electronics and Telecommunications)	2019-2020

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