



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

Programming Languages	Python, Bash, SQL basics, Docker, Git
Tools & Systems Skills	Windows 10/11, Linux (Ubuntu CLI), Google Workspace, MS Office, VS Code / Unity Enterprise Ticketing Systems, Incident Management, SLA rigor, Customer service
Languages	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
<ul style="list-style-type: none">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	
<ul style="list-style-type: none">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
<ul style="list-style-type: none">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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