



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

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|-----------------------|--|
| Programming Languages | Bash Automation, SQL (Basics), Networking (TCP/IP / DNS) |
| Tools & Systems | Python (Scripting), Google Workspace API, MS Office, Git (CI/CD GitHub Actions), VS Code |
| Skills | 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

- 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

- 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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