



DAWID CZERWIŃSKI

Technical Support Engineer | L2 Ops Specialist

✉ dawidczerwinski@gmail.com
↗ github.com/Gzmys69
➡ LinkedIn
📍 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

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 Languages	Linux (Ubuntu CLI), Enterprise Ticketing Systems (SLA), Incident Management, Problem Solving
	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.	
Project Worker AB Midden Nederland, Netherlands	Feb 2025 - Oct 2025
• Executed time-sensitive tasks in a fast-paced production environment.	
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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