ILONA LOUČKOVÁ

ITIL® 4 • GOOGLE • PRINCE2® AGILE • NIS2 CERTIFIED
EMERGING DEVSECOPS SKILLS

CONTACT

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🌐 https://github.com/ILXNAH

📍 Prague 2-New Town, Czech Republic

EDUCATION

2022-2023 (paused)

Ambis University

Bc.: Business Economics and Management

Prague-Řepy, Czech Republic

2017-2019 (transferred)

Prague University of Economics and Business

Faculty of Management

Jindřichův Hradec, Czech Republic

2016-2017

Business Academy Prague

High school diploma

Field: Business and Administration

Prague-Satalice, Czech Republic

2009-2015 (transferred)

Friedrich-Schiller-Gymnasium

State scholarship in bilingual program

Field: Mathematics & Natural Sciences

Pirna, Germany

LANGUAGES

Language		Level
Czech		C2
English		C1
German		B2-C1

PROFILE

With 5+ years as an IT generalist, I have worked primarily in Linux-based environments, creating scripts for application data reporting and bugfixing to improve performance and provide valuable insights. I'm currently expanding my knowledge in cybersecurity through hacker challenges, deepening my expertise mainly in Kali Linux and networking. I'm seeking an opportunity for a long-term role, where I can work in a supportive, collaborative environment, while I continue to refine my technical focus and contribute to a dynamically growing infrastructure. I am a result- and big-picture-oriented problem-solver with a drive to continually evolve in my career, in both -- hard and soft skills.

WORK EXPERIENCE

Infrastructure engineer

Zentity – Prague, Czech Republic (hybrid) – contract   09/2023 - 08/2024

- Delivered Level 2 and Level 3 support for cross-functional projects, including high-profile telecommunications vendors.
- Spearheaded OpenShift and Docker-based deployments, resolving application and namespace configuration challenges.
- Administered and secured Azure-based infrastructure components, including firewall and gateway configurations.
- Enhanced CI/CD workflows by optimizing Jenkins pipelines and Nexus integrations.
- Designed and implemented Zabbix monitoring dashboards, ensuring proactive server health assessments.
- Developed automation scripts in Python and Bash, incorporating cron-based task scheduling.
- Conducted comprehensive application diagnostics utilizing Postman, while managing Nginx reverse-proxy servers and Redis databases.
- Advocated ITIL 4® principles, refining DevOps workflows and facilitating effective project handovers.

Application administrator & solution manager deputy

T-Mobile – Prague, Czech Republic (hybrid) – contract   05/2022 - 08/2023

- Supported enterprise-scale VoIP infrastructure and Apache web servers (two application teams), ensuring operational integrity through regular certificate renewals.
- Performed RCAs and t-shooting in a bilingual German environment.
- Managed patch installations, configurations, and updates of system components on Linux and Oracle SQL databases.
- Monitored performance metrics, system connectivity and component functionality with TrueSight and Dynatrace, ensuring high availability.
- Streamlined ITSM workflows and documentation within HP Service Manager, coordinated for approvals and implementations.
- Administered user roles in Avaya Genesys.

SKILLS

- **Cloud Computing:**
  Azure (FW, GW, VM), OpenStack, VMware ESXi Hyper-V, Amazon: WorkSpaces, S3, AWS CloudTrail
- **Virtualization:**
  VMware, Oracle VirtualBox
- **Containerization:** Docker, k8s, OpenShift
- **Scripting & Automation:**
  Python, Bash, PS, jq; AI prompting
- **OS**: Linux RHEL, CentOS, Fedora, Ubuntu, Kali: navigation & files, permissions, ACLs (get/set), processes, UID/GID/PID; (Windows Server, IIS)
- **Monitoring & Diagnostics:** Zabbix, ELK, AppDynamics, Dynatrace, TrueSight
- **Networking:** CCNA-level concepts, Wireshark, subnetting, TCP/UDP, port scanning (nmap), iptables
- **Security:** IAM (AD, Entra ID), PAM (CyberArk), CyberChef (en-/decode, 0x00), cryptography (a-/symmetric, hashing), YARA, VPN (Forti, Cisco, ovpn), Postman/Burp Suite/curl, SIEM (Splunk), msfvenom, nc, gobuster, nikto, Apache LFI, proxy/reverse proxy (nginx)
- **CI/CD:** GitHub Actions, Jenkins
- **Version Control:** Git (Visual Studio)
- **Database:** SQL RDB (MySQL, Oracle), NoSQL (Redis), KQL, DQL (obsidian.md)
- **ITSM Tools:** Atlassian, Remedy, HPSM, ServiceNow, Salesforce

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CERTS & COURSES

- 05/2025 — **PRINCE2® Agile Expert** (Version 2), PeopleCert

- 04/2025 — **ITIL® Practitioner**, Monitoring & Event Management, PeopleCert

- 01-03/2025 — NIS2 Academy: Cybersecurity Manager Course, MoyaZone

- 12/2024 — PRINCE2® Series: Mastering Project Delivery, PeopleCert

- 11/2024 — OffSec Crash Course, Accenture

- 05-11/2024 — **Google Cybersecurity Certificate**

- 11/2024 — PRINCE2® Series: Mastering Project Priorities, PeopleCert

- 10/2024 — Productizing Customer Programs, EverAfter University

- 10/2024 — ITIL® Series: Practice Guides

- 06/2024 — ITIL® Series: AI in ITSM

- 04/2024 — **ITIL® Foundation**, PeopleCert

WORK EXPERIENCE

Technical support engineer (customer success)

Chyron – Brno, Czech Republic (remote) – full-time employment   12/2020 - 04/2022

- Monitored 40+ servers using Zabbix, Grafana across two data centers.
- Managed server administration and maintenance, including storage, package updates, and system upgrades for Linux CentOS, Windows file servers, VMware ESXi hypervisors, ELK Stack clusters, MySQL database cluster, and Zabbix servers.
- Applied configuration changes using Python regex and ensured compliance with best practices for migrating changes to test and production environments.
- Troubleshot issues for EMEA and US teams and acted as the primary German Point of Contact.
- Managed Customer Success and ITSM processes through SalesForce.
- Documented procedures and solutions in Confluence and G-Suite.
- Acquired certifications and developed expertise in proprietary programs such as CoachPaint, Paint, PRIME, CAMIO, WeatherSuite, RAID technology, and graphics hardware.

OpsTech IT engineer

Amazon – Prague, Czech Republic (hybrid) – full-time employment   07 - 09/2020

- Acted as the German Point of Contact, providing remote support for B2B and B2C clients, including onsite IT and customer assistance.
- Configured and troubleshot personal workstations (Windows, Mac) and provided support for printers, scanners, and mobile phones.
- Managed passwords, accounts, and groups in AD & Group Policy.
- Delivered security awareness training to users, assisting with use cases such on anti-virus, firewall rules, encryption (BitLocker), VPN.
- Monitored performance, tuned systems, and automated tasks using Events, Scheduler, Sysmon, Procmon, PowerShell scripts, and company-wide patch management policies.

Network engineer

NTT – Prague, Czech Republic (hybrid) – full-time employment   04/2019 - 06/2020

- Diagnosed network issues, including hardware, software, power, and communication problems, primarily for Cisco technologies.
- Provided L1 technical support and managed daily operations, including BH/OBH on-calls, acting as the German Point of Contact.
- Conducted technical specifications revisions, Root Cause Analysis, and maintained documentation in the ServiceNow Knowledge Base.
- Managed ITSM workflows in ServiceNow.
- Monitored client infrastructure using Cisco Meraki dashboards, tracking access point capacity, network performance, devices.
- Collaborated on network changes and upgrades.
- Studied CCNA Routing & Switching: IoT, security basics, network structure, network types, (wired) connections, packets, packet analyzers (Wireshark, tcpdump), protocols, subnetting.