



Karina Jean Książek

IT Specialist

Astute IT Specialist with proven ability to analyze, diagnose and resolve computer user support issues. Experienced in providing comprehensive technical support to users and resolving complex technical issues. Possesses knowledge of standard operating systems and networking protocols.

Contact

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Email

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Address

Ruda Śląska, Poland

Nationality

Philippine

Visa Status

Lawful Permanent Resident in Poland

Education

06/2008 - 03/2012

Bachelor of Science in Information Technology

Palompon Institute of Technology

GPA 1.0/1.5, *cum laude*

Soft Skills

- Customer service expert
- Administrative Support
- File and records management
- Problem solving strength
- Interpersonal communication skills
- Customer Service
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Technical Skills

- Network Configuration
- Microsoft OS
- Microsoft 365 Administration
- Software Installation
- Computer Servicing
- Network Administration
- Technical issues analysis

Certificates

Learn to build an e-commerce app with .Net Core and Angular

Udemy - August 2020

Civil Service Commission

Palompon Institute of Technology -
March 2012

Languages

English - Proficient

Polish - Intermediate

Professional Experience

2021 - present

Institute of Environmental Engineering | Polish Academy of Sciences
in Zabrze, Poland

IT Specialist

- Configure hardware, devices, and software to set up workstations for employees.
- Monitoring and controlling the correct use of licences for software.
- Oversee administrative systems including HR & Payroll System, time clock system and CCTV.
- Set up and manage employee email accounts through the Microsoft 365 Exchange Admin.
- Identify issues with computer hardware and network systems, perform troubleshooting activities to resolve issues.
- Implement, develop and test installation and upgrade of file servers, print servers and application servers.
- Edit and update the website and maintain the web server of IEE PAS.
- Managing information on the company's servers, updating hardware and software and protecting against cyber attacks
- Provide network administration and support

2020 - 2021

Dekordom Sp. z o.o. | Nasienna 1, 44-120 Pyskowice, Poland

Online Marketing Specialist

- Managed and coordinated all digital marketing activities.
- Developed and implemented techniques for increasing page visits and likes.
- Managed search engine marketing budgets and tracked campaign performance.
- Optimized website content and images to improve search engine rankings.
- Devised effective link-building campaigns to increase website authority and visibility.
- Developed and deployed content marketing strategies to improve organic search traffic.
- Helped company develop website portals and social media pages to promote businesses.
- Set-up, edit and sell the products online.

2015 - 2019

Shoemart Landmark Group | Dubai, United Arab Emirates

Sales Representative

- Retained excellent client satisfaction ratings through outstanding service delivery.
- Developed and delivered engaging sales presentations to convey product benefits.
- Recommended complementary purchases to customers, increasing revenue.
- Created inviting environment for customers by maintaining store organization and cleanliness.
- Delivered energetic responses to customers in-store and by telephone, going above and beyond to serve needs.

2013 - 2014

Netherland Shipping Training Centre | Leyte, Philippines

Personnel Specialist

- Shared responsibility with supervisor for updates, troubleshooting and maintenance of the HIRS system.
- Initiated and maintained personnel and employee related files and records and established archives to support internal audits.
- Improved organizational filing systems for confidential employee files, resulting in improved accessibility and efficiency.
- Initiated and maintained personnel and employee-related files and records and established archives to support internal audits.

Courses & Trainings

• Learn to build an e-commerce app with .Net Core & Angular

34.5 Hours with Certificate of Completion
Udemy.com

• Complete VMWare vSphere ESXi & vCenter Administration

11 Hours with Certificate of Completion
Udemy.com

"I hereby agree to the processing of my personal data included in my application for the needs necessary to carry out the recruitment process."