

KRYSTIAN WIERCIAK



I specialize in technical support, system monitoring, and NOC operations in 24/7 environments. I have experience in log and metrics analysis, incident triage, collaboration with QA, DevOps, and TechOps teams, as well as maintaining process documentation. I work with Linux systems, AWS, Python, and automation and monitoring tools. I focus on fast problem-solving, precise communication, and continuous professional development.

[PORTFOLIO](#) [RECOMMENDATION LETTER](#)

CONTACT DETAILS

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[LinkedIn](#)

EDUCATION

The School of Management and Banking in Cracow
major: **Computer Science**
(Bachelor's degree)
2024 – present

SKILLS

Intermediate

- **Git**
- **Python**

Basics

- **Bash**
- **Sim Ticket**
- **AWS / AWS Lambda**
- **Jira**
- **Confluence**
- **GMTools**
- **Jenkins**
- **NOC KB**
- **Ubuntu / CentOS**
- **CloudWatch**
- **Chime**

Other

- **Slack**
- **Microsoft Teams**
- **Outlook**
- **Amazon**

LANGUAGES

- English - B2+
- Polish - native

PROFESSIONAL EXPERIENCE

SENIOR SUPPORT ENGINEER

Stefanini EMEA

06.2025 - present

I provide comprehensive technical support for end-users, resolving issues related to hardware, software, mobile devices, and network connectivity. My main responsibilities include:

- Diagnosing and resolving tickets promptly to minimize downtime
- Logging and managing incidents in the ticketing system, including detailed documentation of actions taken
- Creating and updating knowledge base articles
- Following up with users after ticket resolution to ensure satisfaction
- Supporting the onboarding and training process for new employees
- Working in a shift system (including 24/7) to collaborate with international teams

This role enhances my analytical skills, attention to detail, and ability to perform under pressure in a user-focused environment.

NOC ENGINEER

Sperasoft

08.2024 - 01.2025

- Proactively monitored online games and related systems 24/7
- Provided technical support for players and QA, DevOps, and TechOps teams via tickets
- Analyzed logs, metrics, and system performance indicators to assess the technical and functional state of games
- Identified, prioritized, reported, and tracked issues using SIM Ticket and GMTools
- Triaged problems and escalated critical information to on-call teams
- Collaborated with production, QA, development, DevOps, TechOps, and other departments
- Created, updated, and maintained process documentation (Jira, Confluence, NOC KB)
- Implemented patches and builds and performed smoke tests post-deployment
- Prepared reports on incidents, events, and system status

EXTRA COURSES

- **AWS Certified Cloud Practitioner (CLF-C02)**
- **Udemy courses:**
 - **All-in-One course for learning Terraform**
 - **NGINX Fundamentals: High Performance Servers**
 - **Begin Your DevOps Career As a Newbie**
- **Advanced concepts of the Django framework**
- **Python for intermediates**
- **MySQL database creation and management**