

# 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

## 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

## 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