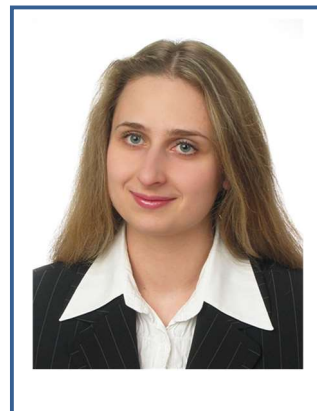


CURRICULUM VITAE

JOANNA MAJ-GREGOR

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PROFESSIONAL EXPERIENCE

Atos Poland Global Services /Warsaw

09.2018 – since

1st Line Support Analyst/Engineer with German/SRM

- Perform the troubleshooting for end users to different technical both software and hardware issues reported via ticketing system, phone and email
- Identify, analyze and implement solutions to issues with Office programs and all other applications, problems with printers, monitors and computers, cash machines
- Service Request Management: handling of incoming requests for access to Active Directory groups, creating special accounts, providing access to software, create and modify grant access to VDI
- Manage tasks/incidents/issues in ticketing system ServiceNow in German and English language in line with ITIL methodology
- Perform operations in Active Directory (adding, removing and granting rights to users and groups)
- Participation in IT Projects for the pharmaceutical and banking industries

New Chemical Syntheses Institute /Pulawy

01.2011 – 09.2018: *Analytical Department. Research Lab/Spectrometric Lab*

Research and technical support specialist, internal auditor

- Calibration and equipment tests schedules
- Development and validation of analytical methods using various instrumental techniques
- Conducting internal audits in the lab.
- Procedures validation and uncertainty estimation

Municipal public utility facility in Konstanz (Stadtwerke Konstanz)

05.2007 – 12.2010: *Trainee in department of sample collection and treatment of water from Constance Lake (Seewasserwerk)*

EDUCATION:

- | | |
|-------------|---|
| 2011 – 2012 | <u>Warsaw University</u> (postgraduate studies)
Faculty of Chemistry, Chemical Metrology Center
Major: Chemical Metrology |
| 2001 – 2006 | <u>Maria Curie-Sklodowska University in Lublin</u> (master of science)
Faculty of Chemistry
Major: Environmental Protection Specialization: Environmental Chemistry |

COURSES AND QUALIFICATIONS:

- Practical software testing course, Udemy
- Introduction to GitHub by Atos Corporate University
- ITIL® 4 Foundation completed training at Atos
- MOS Microsoft Excel Specialist (Office 2016) MS 77-727, Warsaw
- MOS Microsoft Outlook Specialist (Microsoft 365 Apps and Office 2019), Warsaw
- Management system in the lab. Tasks of manager for quality and technical support management. Internal Audits in Laboratory, PCA, Warsaw
- Training for Internal Auditors of Quality Management System, A. Kleniewski, Pulawy

SKILLS:

- **Language skills:** German C1, English B1
- **IT skills:** ServiceNow, Active Directory, CyberArk, Citrix, WEM Administration Console, VDI, McAfee ISTQB® Syllabus Basic Level, SCRUM, CI/CD, Jira, Postman, SQL, GIT, Rest API, TestLink tool, BrowserStack platform, Chrome DevTools
- **Soft skills:** responsibility, results-oriented, adaptability, communication, teamwork, patience, flexibility, empathy

INTERESTS:

- Lego stacking, theater (comedy shows), music (jazz, pop)