Marcin Molek

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Skills

- Excellent communication and customer service skills.
- Knowledge of Windows, MacOS, Linux operating systems and Office tools.
- Knowledge of Windows server structure, SSH, FTP, etc.
- Proficient in reading and understanding programming code
- knowledge of Jira, Azure DevOps, Asana, Bitbucket, etc.
- Ability to diagnose and resolve technical problems.
- Ability to manage time and priorities effectively.
- Ability to work in a team and make decisions under time pressure.

Languages

- Polish - Native
- English - B2

Training and Courses/Udemy

- Web developer from scratch
- Front-end intermediate
- Programming in JavaScript
- Advanced knowledge of Microsoft package (excel, etc.)
- Graphic designer - (Adobe Photoshop, Illustrator, Premier Pro, After Effect, Blender)
- Cisco CCNA R&S: Introduction to Networks
- Technical E12,E13,E14

Experience

- 10.2020 – Present - HelpDesk for the Acer brand. Support EMEA partners, creating and resolving tickets. Diagnosis and reporting of system errors. Data mining. Report generation and analysis, KPI reports, troubleshooting which includes both software and hardware. Invoice and protocol preparation. Creation of credit notes, surveys for business customers. eCommerce. Logistical coordination of deliveries and shipments of goods. Creating bulletins.
- 01.2023 – 1.2024 - IT Admin for LeaderSchool. Setting up from basics and managing hardware and software infrastructure for an English language school. Cameras, projectors, interactive whiteboards, pc, printers, routers, cloud, etc. Website management (WordPress).
- 2020-2021 - eCommerce store support. Customer service and technical changes to the frontend of the website.

Education

- University of Information Technology in Rzeszow

Degree: B.Sc. Computer Science   2018 - 2022

Specialization: Internet and mobile technologies

- Information Technology Technical School

Degree: IT technician   2014 – 2018

Projects

- Noticeboard website (JavaScript, HTML, CSS, PHP,)
- Application to create a task list (React Native, Node)
- Watch store design using Mock-up, Graphic, Case Diagram (Figma)
- Application supporting a system for ordering meals from a restaurant (Java)
- Music player (Java)
- Notepad application + share (Java)
- Administering database sys. configuration Linux / Microsoft environment and Azure DevOps Boards

About me

I can gain experience quickly and on my own, I am not afraid of any challenges, one time I had a thought to install the cruise control in my car, so I bought a diagnostic cable, downloaded the necessary software and after doing some research on the Internet in the form of a few reading, I was able to install everything efficiently and then program the car computer with an additional module.