

## Profile

IT professional with a background in Computer Science and Information Security. Skilled in cloud computing, system administration, and security operations (SOC). Strong analytical skills, problem-solving abilities, and a passion for leveraging technology to optimize infrastructure and security operations.

## Experience

### **QUALITY ANALYST, FOUNDEVER | WARSAW, POLAND | SEPTEMBER 2021 – OCTOBER 2023**

- Monitored and evaluated customer-agent interactions across calls, emails, and chat to ensure compliance with company policies, industry standards, and regulatory requirements.
- Provided performance analysis through data-driven insights, identifying trends and areas for improvement in customer service quality and developed targeted feedback and coaching plans, enhancing agent performance and customer satisfaction.

### **CUSTOMER SERVICE PROFESSIONAL, FOUNDEVER | WARSAW, POLAND | OCTOBER 2019 - AUGUST 2021**

- Provided technical support and resolved customer inquiries related to digital payment platforms, ensuring smooth transaction processing.
- Navigated complex technical systems and troubleshooting processes, contributing to familiarity with various IT systems and enhancing data integrity through careful handling of client information.

### **IT SUPPORT SPECIALIST, UBIQUITOUS | ADDIS ABABA, ETHIOPIA | JUNE 2017 - AUGUST 2017**

- Provided on-site IT support, diagnosing and resolving hardware/software issues for employees.
- Assisted in the configuration of workstations with Active Directory and IT asset management.
- Ensured smooth operation of IT systems by resolving issues promptly and offering users effective solutions through various communication channels.

## Education

**MASTER'S IN INFORMATION SECURITY, STOCKHOLM UNIVERSITY | STOCKHOLM, SWEDEN | 2023 - 2025**

**BACHELOR'S IN COMPUTER SCIENCE, VISTULA UNIVERSITY | WARSAW, POLAND | 2018 - 2022**

## Key Skills

- DevOps: CI/CD, Git
- Cloud: Kubernetes, Docker, Bash
- SOC: Splunk, Wireshark
- ISO 27001, NIST
- Law: GDPR, DORA
- IAM: IdentityIQ
- Python, PowerShell
- Fluent in English, Basic Swedish
- Collaboration, Teams
- B Driver's License

## Activities and Interests

- Pool, Table Tennis, Football
- Hiking, Video game