

PATRYCJA BLASZKOWSKA

Aspiring IT Support
Technician

Southampton, UK

CONTACT

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SKILLS

- Operating Systems: Windows, macOS, Linux (basic CLI)
- Networking: Cisco Networking Basics (in progress), IP addressing, troubleshooting connectivity issues
- Programming & Scripting: Python, JavaScript, HTML, CSS
- Databases: PostgreSQL, SQLAlchemy
- Cloud & Infrastructure: AWS (basic knowledge), API development
- Software & Tools: Microsoft 365, Command Line (CLI), Ticketing Systems (learning)
- Soft Skills: Customer service, troubleshooting, communication, organization

LANGUAGES

- English (Fluent)
- Polish (Native)

PROFILE

Aspiring IT Support Technician with a passion for problem-solving and technology. Currently building foundational skills in networking (Cisco) and system troubleshooting through coursework and hands-on assistance in office environments. Strong communicator with a customer service background, adept at translating technical solutions for non-technical users. Eager to grow in IT support through formal training and practical experience.

EDUCATION & CERTIFICATIONS

- Cisco Networking Basics - Cisco Networking Academy (in progress)
- Diploma in Web Application Development - Code Institute/University Centre Peterborough (Oct 2023 - Oct 2024)
- Business Administration Apprenticeship (Level 3) - Skills Training UK (2021 - 2022)
- Functional Skills in English & Maths (Level 2) - Skills Training UK (2022)

WORK EXPERIENCE

- Solent Transport Services** 2021 - PRESENT
Administrative Supervisor
 - Managed data entry and document organization with Microsoft 365.
 - Assisted with email and phone inquiries, resolving issues efficiently.
 - Ensured compliance by reviewing and validating digital documentation.
 - Developed strong problem-solving and communication skills in a fast-paced environment.
 - Assisted colleagues with basic software/hardware issues (e.g., Outlook display settings, Excel formula errors, reconnecting peripherals) as part of team collaboration.
- Sidewalk Cafe** 2020 - 2021
Barista/Waitress
 - Delivered high-quality customer service, addressing customer concerns and queries.
 - Maintained accurate cash handling and payment processing.
 - Developed strong problem-solving abilities through customer interactions.
- Wildwood Restaurant** 2018 - 2020
Waitress
 - Worked in a team to ensure smooth service in a fast-paced environment.
 - Maintained cleanliness and organization of the workspace.