Dmytro Palamar

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Professional Summary

Motivated and detail-oriented IT graduate with hands-on internship experience in computer hardware, software installation, and user support. Currently pursuing an Engineer's degree in Computer Science and seeking an entry-level Help Desk or IT Support position to contribute to a dynamic technical team.

Experience

IT Intern   *Warsaw*
CNS Outsourcing IT   *May 2022 – June 2022*

- Assisted in IT inventory and rollout of new equipment
- Installed and modified software per user requirements
- Supported hardware maintenance and system preparation for end users

IT Intern   *Warsaw*
The National Centre for Research and Development   *May 2023 – June 2023*

- Diagnosed and resolved basic IT issues reported by users
- Set up and configured new workstations and peripheral devices
- Supported daily IT operations and maintenance

Education

Warsaw School of Computer Science   *Warsaw*
Engr in Computer Science   *Sept 2024 – present*

S. Kluźniak Technical High School   *Warsaw*
Technical secondary education in IT Technician   *Sept 2019 – Apr 2024*

Courses

Cisco   /
in Introduction to Cybersecurity   *May 2022 – May 2022*

Professional IT Exam   /
in INF.03 – Professional IT Exam   *Jan 2024 – Jan 2024*

Professional IT Exam   /
in INF.02 – Professional IT Exam   *Jan 2022 – Jan 2024*

Languages

Polish: C1

English: B2

Skills

Hardware Troubleshooting: Experience diagnosing and resolving basic IT hardware issues during internships

Software Installation and Configuration: Experienced in installing and modifying software per user requirements

Operating Systems: Knowledgeable in Windows OS environment and basic networking

Peripheral Device Setup: Skilled in setting up and configuring peripheral devices

Basic Cybersecurity Principles: Completed Introduction to Cybersecurity certificate from Cisco

IT Inventory and Equipment Management: Assisted in IT inventory and equipment rollout