

Daniel Guntermann

🏠 danctrl.dev | 📱 danctrl | 🌐 danielguntermann

“Be the change that you want to see in the world.”

Skills

DevOps	AWS, Docker, Kubernetes, Rancher, Vagrant, Packer, Terraform, Jenkins, CircleCI
Back-end	Koa, Express, Django, REST API
Front-end	Hugo, Redux, React, HTML5, LESS, SASS
Programming	Node.js, Python, JAVA, OCaml, LaTeX
Languages	Korean, English, Japanese

Experience

Apple Retail Germany B.V. & Co. KG

Berlin, DE

TECHNICAL SPECIALIST

Oct 2021 – Mar 2022

- Solved tech issues for customers, from hardware to software, ensuring a great customer experience.
- Resolved a variety of technical issues using systematic troubleshooting and diagnostic tools.
- Quickly adapted to resolve hardware and software issues efficiently in a fast-paced environment.
- Provided excellent customer service, demonstrating strong communication skills.

Foundever B.V. & Co. KG

Düsseldorf, DE

CALL CENTER AGENT

Jan 2021 – Oct 2021

- Guided people through the NRW COVID-19 vaccination program, fixing scheduling hiccups and providing clear, reassuring information.
- Coordinated public vaccination appointments, demonstrating strong organization and time management.
- Provided clear, accurate, and reassuring vaccine information, showcasing excellent communication.
- Addressed public concerns and resolved scheduling issues for a smooth vaccination experience.

nussknagger GmbH

Berlin, DE

SOCIAL MEDIA MANAGER

Nov 2020 – Jan 2021

- Responsible for social media management and online marketing activities for various clients.
- Managed Instagram and Facebook channels, created engaging content using the Meta Business Suite, and ran targeted advertising campaigns through Google Ads.

Habitat for Humanity

Wilmington, DE, USA

ASSISTANT SITE SUPERVISOR

Aug 2013 – Aug 2014

- Supported the coordination of construction, guided volunteers, and ensured a safe work environment.
- Assisted in the coordination of construction activities, ensuring projects progressed smoothly and efficiently.
- Guided and supported volunteer teams, providing training and ensuring a safe working environment.
- Helped maintain project timelines and ensure adherence to safety regulations and building codes. Also contributed to process improvements that enhanced efficiency.

Education

Berlin School of Economics and Law

Berlin, DE

BA IN BUSINESS ADMINISTRATION

Apr 2024 – Present

- Relevant coursework includes Agile Project Management.
- Actively exploring opportunities to specialize in IT Management or Data Analytics to connect business studies with a passion for technology.

Dietrich Bonhoeffer Berufskolleg

Detmold, DE

HIGH SCHOOL DIPLOMA IN ECONOMICS

2013

Certificates

- | | |
|------|--|
| 2022 | Full-Stack Web Developer , Le Wagon |
| 2014 | State-certified English Language Correspondent , IHK Lippe zu Detmold |

Projects

B10S (B1t On the Security, Underground hacker team)

S.Korea

CORE MEMBER

Nov. 2011 - PRESENT

- Gained expertise in penetration testing areas, especially targeted on web application and software.
- Participated on a lot of hacking competition and won a good award.
- Held several hacking competitions non-profit, just for fun.

WiseGuys (Hacking & Security research group)

S.Korea

MEMBER

Jun. 2012 - PRESENT

- Gained expertise in hardware hacking areas from penetration testing on several devices including wireless router, smartphone, CCTV and set-top box.
- Trained wannabe hacker about hacking technique from basic to advanced and ethics for white hackers by hosting annual Hacking Camp.