PERSONAL INFORMATION

Sebastian Kalota

- 49, Longman Road, BARNSLEY, S70 2LD (United Kingdom)
- 07394756589
- kalotas.uk@gmail.com

WORK EXPERIENCE

26/10/2015–30/11/2015

Warehouse Associate

Amazon Fulfillment Poland Sp.Z.O.O, Bielany Wrocławskie (Poland)

-Storing goods according to instructions.

-Working as 'problem solver' supporting Fulfilment Associates with resolution for their problems with incomplete orders/damaged goods/mistakes during following the process - using internal designated web-based tools.

01/12/2015–31/01/2016

IT Support Helper

Amazon Fulfillment Poland Sp. z o.o, Bielany Wrocławskie (Poland)

-Following internal IT policies and procedures to ensure that all workstations are meeting designated high standards.

-Preparing, maintaining and deployment of equipment for our internal customers: Notebooks, Desktops, Laser Printers, Thermal label printers, barcode scanners, RF(Radio Frequency) Scanners based on Windows CE, docking stations, smartphones, thin clients.

-Controlling the quantity of available equipment in IT internal stock.

-Processing orders & supporting our internal customers with quotes obtained from our suppliers.

-Managing physical design of workstations within Warehouse to meet high safety standards.

-Working on Trouble Ticketing system ensuring to follow internal policies regarding handling requests by type, create date and impact on processes and following internal SLA (Service Level Agreement).

-Preparing daily shift reports to keep tracking daily performance and slight information exchange between day and night shift.

-Receiving our internal IT orders and updating stock database.

-RMA (Return Merchandise Authorisation) process realisation - following internal procedures to return products to our suppliers for repairing or replacement.

-Requesting out-of-warranty repair quotations.

01/02/2016–30/04/2017

IT Support Technician

Amazon Sp. z o.o, Bielany Wrocławskie (Poland)

-Carrying out the execution of change management requests as required.

-Installation, maintenance and support of IT equipment including (but not restricted to) laptops, telecoms equipment, printers, scanners, thin clients and workstations.

-Management of imaging of workstations and laptops.

-Ensuring that work is carried out to a high standard and complies with all Amazon policies and guidelines, specifically IT and Health & Safety policies/guidelines.

-Maximising availability of all IT equipment and infrastructure through continuous improvement and proactive, preventative maintenance.

-Providing technical support/input to site and team projects and initiatives.

-Asset and Inventory management including checks / audits in line with global standards and processes including Return Merchandise Authorisation (RMA) process with suppliers.

-Managing daily network infrastructure and Distribution Frame (MDF/IDF) audits, including production

of the shift / daily reports.

-Handling and/or supporting quarter projects for Fulfilment Centre to meet new standards or improve process path.

-Working on Trouble Ticketing system and ensuring that all requests are handled within designated SLA (Service Level Agreement).

-Managing simple network configuration on CISCO devices.

-Installation/replacement of cameras based on Security Department reports/change requests.

-Supporting end-users with all software/hardware related issues (installation of new software, replacement of components to provide required performance according to the role)

01/08/2017–14/09/2017	**Financial Advisor**

Futuro Finance Sp. z o.o, Wrocław (Poland)

-Finding new customers and maintaining business relationships with current ones.

-Advising and researching possibilities of financing business investments.

-Researching and preparing information about potential customers to prepare for 'warm calls'.

23/10/2017–17/09/2018	**Small Business Owner - IT**

Profectus - Sebastian Kalota, Szczawno-Zdrój (Polska)

-Maintaining and repairing computers (desktop/laptops), printers.

-Laptops: Troubleshooting all hardware related issues, replacement of components: LCD Screens, Keyboards, Motherboards, HDDs, RAM, WiFi modules, power jacks.

-Troubleshooting mobile devices, replacement of faulty components. (various models of IPhones)

-Installing new operating systems (Windows 10, 7, Ubuntu).

-Resolving any software related issues in Windows environments.

-Conducting in-house training sessions for elderly people.

07/01/2019–10/02/2019	**Agency Worker: Reworks associate**

Essential Recruitment, Barnsley (United Kingdom)

-Using chip programmers to re-program firmware on devices like: RF Thermostats, RF gateways.

-Producing simple SOP (Standard Operating Procedure) documents.

11/02/2019–Present	**Technical Assistant**

Salus Controls PLC, Barnsley (United Kingdom)

-Helpdesk System Implementation:

*Assisting in implementation of Helpdesk System (Zendesk) and becoming administrator of the system.

*Reduced initially quoted expenses by approximately 60% by exploring the system, proceeding with initial configuration and articles production on trial version before external company was scheduled to implement it.

*Knowledge Base - producing new articles about our products to reduce the amount of technical phone calls related to UI/UX and device's operation problems and frequently asked questions.

*Managing technician's accesses and permissions.

*Conducting internal training sessions to present the system and it's capabilities.

*Ensuring slight conversion between previously used channels of communication for technical support and new system (E-mail forwarding, message on the VOIP phone system, e-mail signature, standardised footer in each article).

-Firmware Updates/Reprogramming Supervising:

*On site reworks (firmware updates/reprogramming) coordination for all required devices to ensure that our stock is up-to-date and ready to be sold.

*Ensuring availability of all required programmers (reprogramming kits) for all types of chips used in our devices. (SoCs, MCUs)

*Maintaining laptop availability for 'reworks', installing required programming software, developing simple guidelines.

*Providing short practical training sessions to ensure that employees understand the processes.

*Testing new firmware stability as a quality assurance procedure after reprogramming.

-Technical Support:

*Providing 1st and 2nd line of technical support to customers through e-mail messages, Zendesk Support and phone calls.

*Preparing Training and Test Room, wiring up and connecting all of our existing products for practical training sessions and internal sample testing purposes.

*Providing training sessions to external installers, customers and internally for Sales Representatives regarding RF Technology, ZigBee Networks, Smart Home Solutions, Underfloor Heating and all of our devices in-depth.

*Collecting feedback from our customers in regards to simplicity of UI and their experience with our products, requesting changes from Software Developers where needed to improve and align the specification with local market demand.

*Conducting internal training sessions regarding systems that we use to troubleshoot internet thermostats and smart home systems.

*Escalating/Raising issues with IoT platform providers.

*Monitoring, searching and analysing Smart Home individual devices using SPLUNK software for machine-generated big data.

-Product Development Assistance:

*Participating in weekly meetings regarding development of new products.

*Testing new products according to the operation specification to ensure compliance with requirements and stability for internet devices.

*Escalating any firmware issues/mobile App issues to appropriate department.

*Participating in meetings with our direct clients to improve our OEM products.

*Reporting any firmware related issues and problems or raising improvement requests using JIRA software.

*Testing Mobile Apps (iOS/Android) as well as WebApp builds for our remotely controlled products (Smart Home, Smart Thermostats).

EDUCATION AND TRAINING

01/09/2011–31/05/2015   **IT Technician Degree - Graduation from Technical College**

Zespół Szkół Politechnicznych 'Energetyk', Wałbrzych (Poland)

General

-English language, german language, mathemathics.

-Basic knowledge of IT terms & systems: MacOS, Windows, Linux/Unix, TCP/IP, HTML, CSS, C++ Programming, Android, CMS(Content Management Systems), Structural and objective programming.

PERSONAL SKILLS

Mother tongue(s)   Polish

Foreign language(s)

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
C1	C1	B2	B2	B2

English (row label for above)

German	A1	A1	A1	A1	A1

Communication skills

-Good communication skills gained through my experience in Amazon and Salus Controls PLC, taking part in management meetings, contacting with our internal customers and external customers and conducting training sessions internally for our employees multiple times.

Organisational / managerial skills

-Good organisational skills and team-leading skills gained through experience in Amazon, as being periodically responsible for 2 to 6 people and their performance while creating new workstations or handling site projects' tasks.

-Good training skills, gained as multiple times training external resources to support IT department in daily work, conducting routine training sessions for Sales Representatives and 1st Technical Support staff.

Driving licence

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ADDITIONAL INFORMATION

Certifications

-Polish Electricians Association (SEP) certification - Operation up to 1 kV.

-Mobile elevating work platforms certification from polish Technical Inspection Bureau.

-Europass Mobility Certificate obtained by taking part in Leonardo Da Vinci exchange program - Working in one of Berlin's Schools as a Web Developer. (Using CMS)

Quotes

"The good news is that the moment you decide that what you know is more important than what you have been taught to believe, you will have shifted gears in your quest for abundance. Success comes from within, not from without."
~Ralph Waldo Emerson

"Change your thoughts and you will change your destiny."
~Joseph Murphy

"The only limits in our life are those we impose on ourselves"
~Bob Proctor

"A memory without the emotional charge is called wisdom."

~Dr. Joe Dispenza

I hereby give consent for my personal data included in my application to be processed for the purposes of the recruitment process under the Personal Data Protection Act as of 29 August 1997, consolidated text: Journal of Laws 2016, item 922 as amended.