

Jacek Wieteska's Resume

Technical Writer, eTeam

Jacek Wieteska, esccode.pl

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Jacek Wieteska

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Detail-oriented Technical Writer with a strong background in creating clear, concise, and user-friendly documentation for software and IT products. Proficient in writing API references, user guides, and UI text, with a solid understanding of technical concepts and a passion for improving user experience through effective communication. Experienced in collaborating with cross-functional teams and skilled in using tools like Markdown and Git.

Licenses & Certifications

Issued 04/2024 - Expires 04/2027 **CompTIA Security+ CERTIFIED.CE**, online

Issued 02/2024 - Expires 02/2027 **CompTIA Data+ CERTIFIED.CE**, online

Issued 12/2023 **Introduction to Digital Currencies**, University of Nicosia, online

Issued 01/2023 **Learning Markdown**, Linkedin, online

Issued 10/2022 - Expires 10/2024 **TrueSight Server Automation 20.x**, BMC, online

Issued 12/2020 **Python Developer**, strefakursow.pl, online

Issued 01/2011 **IP PBX / Implementations and Administration**, Master Telecom, on-site

Issued 12/2005 **English for Speakers of Other Languages, Speaking and Listening Entry 3(B1)**, University of Cambridge Crawley/UK, on-site

Experience

07/2024 - Present **Freelance Technical Writer**, esccode.pl · Self-employed

- Purchase My eBooks Exclusively:
 - [Naffy.io](https://naffy.io)
 - [Amazon.com](https://amazon.com)

Career Break

01/2023 - 06/2024 **Health and well-being**

- CompTIA Security+ SY0-601, Passed: April 3, 2024 - CompTIA Data+ DA0-001, Passed: February 11, 2024 - UNIC 'Introduction to Digital Currencies', Passed: Dec 20, 2023

01/2021 - 12/2022 **Tooling Engineer, ATOS Poland R&D sp z o.o.**, Bydgoszcz, remote

- Provided support for UE clients during transitions, involving three tools:
 - BMC TrueSight Server Automation
 - Monitoring Tool (SCOM)
 - Custom Monitoring Tool (Centreon)

11/2014 - 09/2020 **VoIP Network Administrator, IPCall sp. z o.o.**, Radom, on-site

- Provided support for VoIP infrastructure, including license management and certificate maintenance, involving tools:
 - VoIPSwitch
 - PLICBD(Location and Information Platform with Central Database)

09/2014 – 10/2014 **VoIP Service Specialist, ALGO Poland sp. z o.o.**, Radom, on-site

- Provided support for VoIP infrastructure, involving tools:
- October CMS
- Proxmox Virtual Environment
- IPPBX (i.e.: Asterisk, Elastix, Askozia)

09/2007 – 02/2009 **Customer Advisor for Internet DSL, ORANGE Poland sp. z o.o.**, Warsaw, on-site

- provided remote support for business customers for internet DSL service
- remotely troubleshooting client network devices

Interests

- Listen podcasts: Radio Naukowe, Cyber Security Headline, Digital Forensics Files, Global News Podcast, TWIT TV(Security Now)
- E-commerce
- Digital currencies
- Sports: badminton, football, bicycle
- Grooming

Education

09/2006 – 03/2008 **University of Warsaw**, Master's degree, Faculty of Law and Administration, Warsaw, on-site

Skills

Excellent communication and writing skills, product documentation, API references, IT network documentation, Markdown, Git, cybersecurity, analytical skills, Bash, Pandoc, Visual Studio Code.

Awards

05/2021 **Accolade Award Bravo, ATOS Poland R&D sp z o.o.**

Successfully facilitated client transitions

References

Available upon request