



# Zoltan Györfi

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Residence: Solna, Sweden

## ABOUT ME

### General:

Team player with a proven record in Solution Support, Cloud Deployment, and Software Verification. Experienced in managing technical solutions, I combine curiosity, flexibility, and collaboration to deliver impactful results. Committed to continuous improvement and making a meaningful impact on projects. Background in Telecommunications and customer-focused approach enable effective translation of requirements into actionable plans. Detail-oriented, results-driven, and dedicated to excellence, I contribute to successful outcomes. Analytical and committed to continuous learning, bringing value to any team. Strong interest in Cybersecurity and AI enhances my ability to contribute to emerging tech projects. Skilled in communication, teamwork, and problem-solving with a solution-driven mindset.

### Areas of expertise:

- |                      |                          |                             |                         |
|----------------------|--------------------------|-----------------------------|-------------------------|
| ✓ Collaboration      | ✓ Detail oriented        | ✓ Customer-Centric Mindset  | ✓ Solution-Driven Focus |
| ✓ Strategic Thinking | ✓ Quality-Driven Mindset | ✓ Results-Oriented Approach | ✓ Analytical Thinking   |
| ✓ Adaptability       | ✓ Coaching & Mentoring   | ✓ Problem-Solving Ability   | ✓ Attention to Detail   |

### Technical exposure:

HW Platforms: Extreme, Juniper, Pluribus, HP, Dell Rxxx, HDS, SDI2/3, BSP, Nexenta, Quanta

SW Platforms: CEE, CCD, VmWare, Linux, Solaris

Protocols: IP, SIP, Diameter, H248, LDAP, BGP, IGRP, OSPF, BFD, STP, LACP

Other: RSTP, ECMP, MPLS, VXLAN, VRRP, VLAG, trunking

### Leadership and Mentoring exposure:

Coached 6 new colleagues (one colleague at a time), enabling them to work independently on all required fields of the project. Provided hands-on training and ongoing support to ensure a smooth transition into their roles. Worked as a Single Point of Contact (SPOC) in the Applications and Gateways Domain, coordinating the daily work of 4 team members. Facilitated communication between team members and other departments to ensure project alignment and timely completion.

## CAREER HISTORY

### Senior Cloud Deployment and Support Engineer

Ericsson AB, Sweden

2023 April - present



- Handling Customer Support tickets.
- Provide technical support to Ericsson Internal and Telecom Operators worldwide.
- Continuously interact with design teams, Global Engineering and Customers.
- Proficiently troubleshoot issues in Design and Customer networks.
- Provide expert assistance during CNIS and NFVi deployments.
- Collaborating with key customers, with a specific focus on CCD & SDI (Software Defined Infrastructure).
- Work daily with products from different vendors (e.g., Juniper, Arista, Extreme, Dell, HP).
- Exposure to the following servers: HP, Dell, SDI2/3, Ericsson CSU/CRU/NRU, Quanta, BSP.
- Exposure to networking equipment from: Extreme, Arista, Juniper.
- Hands-on knowledge of various SDI products (2.x and 3.x), including deployment, integrations and upgrades (NFVI and CNIS solutions).
- Participate in the early stages of product development.
- Influencing the design of current and future cloud releases.
- Share knowledge and collaborate within the PDU and across Strategic Business Units (SDUs).
- Proficient in designing and implementing L2/L3 network fabrics for efficient data communication.
- Expertise in routing protocols such as BGP, IGRP, OSPF.
- Expertise in network protocols like BFD, STP, LACP.
- Skilled in networking technologies like RSTP/MSTP, ECMP, MPLS, VXLAN, VRRP, VLAG, trunking

## CAREER HISTORY

### IMS Solution Support Engineer

Ericsson AB, Sweden

2014 November - 2023 April



- Handling Jira and Customer Support Tickets and understanding Customer needs.
- Provide technical Support for Telecom Operators worldwide.
- Daily interaction with the Customer Units and PDUs
- Troubleshooting IMS Networks, writing Trouble Reports, Fault Isolation and System Recovery
- Root Cause Investigations
- Emergency handling, remote and on-site support
- Participate in high-stress situations, handling critical customer escalations with tight deadlines.
- Proficient in using various customer support tools, including SMS, TTX, Metis, MHweb, CSDP, Jira.
- Expertise in IP, SIP, Diameter, H248 protocols and vIMS technologies.
- Expertise in CEE, BSP, Openstack, VMware, Cloud, IS, TSP, Linux.
- Supporting IMS, including Application Servers, Gateways, and Call Session Control Functions.
- Working as SPOC in Applications and Gateways Domain.

### Software Verification Engineer

Ericsson Hungary, Budapest

2011 February - 2014 November



- Verify software packages and upgrade procedures
- Setup test environments, implement automated testing methods
- Verifying and writing Trouble Reports
- Working on Linux based systems, writing shell scripts
- Stability and Overload testing of IMS networks with TitanSim
- Installation and configuration of IMS networks (Application Servers, Gateways, Call Session Control Functions)
- Expertise in Project planning, design, implementation and execution
- Expertise in Functional, System, Maintenance, Unit, Regression, Manual, Automated and Stability Tests
- Expertise in project documentation including requirements, functional and technical specifications and test plans
- Write internal test documentations, troubleshooting documentations
- Expertise in Live node troubleshooting and setting up new environments remotely (IS-MGW and TGC)

## EDUCATION

BSc. of Technical Computer Engineering, Specialization to IT System Engineer  
Obuda University, John von Neumann Faculty of Informatics (Hungary, 2010)



## TRAININGS & CERTIFICATES

AWS Identity and Access Management (Whizlabs), AWS Identity and Access Management Foundations (Udemy), Fortinet Certified Fundamentals Cybersecurity, Fortinet Certified Associate Cybersecurity, Elements of AI: Introduction to AI, Cloud NFVi, Cloud Native, VoLTE e2e, Openstack, CEE, Cloud trainings, TSP Overview/Operation/Maintenance, CBA Introduction/Installation/Configuration/Handling, IP-Solutions IP/SIP, IMS Troubleshooting, ISTQB-CTFL Tester training, TTCN-3 Tester training, Linux Troubleshooting, Communication, Self & Time management, Presentation Skills Bootcamp, Relationship Management

## ACHIEVEMENTS

Worked with more than 100 Customers worldwide  
Solved more than 250 Customer tickets which led to great customer satisfaction  
Reported more than 200 trouble reports which helped increase software quality  
Tested more than 200 software package updates for Ericsson networks  
Wrote MOPs, support and troubleshooting documentation for on-site engineers and customers which resulted in fewer emergency requests  
On-site support in Taiwan, assisting the customer with the configuration of a new feature and addressing any other daily needs.  
IMS Support Engineer OJT Stockholm, Sweden  
Integrated Site OJT in Split, Croatia

## MISCELLANEOUS

Languages: English (Fluent), Swedish (Advanced), Hungarian (Native)  
Other: EU Citizen (SE and HU)