
Professional Summary

Experienced System Administrator with 6 years in managing and maintaining complex IT infrastructures, currently employed at Genesis. Demonstrated expertise in providing secure and reliable technology solutions with proficiency in Microsoft technologies, POS, desktop support, and customer service. Skilled in handling IT challenges effectively, with a proven track record in both corporate and high-demand retail environments.

Professional Experience

Genesis

System Administrator

March 2022 – Present

- Oversee the IT infrastructure across the UK, Brazil, and the US, ensuring consistent functionality and security.
- Deliver remote support to international teams, providing timely solutions for system-related issues.
- Implement security protocols and technologies, safeguarding against potential cyber threats and data breaches.
- Design and manage backup and disaster recovery strategies to ensure business continuity.
- Coordinate and execute system updates, patches, and upgrades, maintaining optimal performance.
- Collaborate with global IT teams to plan and implement IT projects.
- Successfully implemented Azure AD and SSO for multiple applications, enhancing security and user access.
- Provision and manage Azure VMs for workloads such as SQL Server, web applications and end users.
- Administer Microsoft Intune for Windows and macOS, improving device management and application deployment.
- Manage VOIP phone systems, optimizing performance and reliability.

Caffe Nero

Infrastructure Engineer

April 2021 – March 2022

- Acted as the first point of technical contact for Head Office, supporting over 300 users with desktop issues (Windows, AD, networking, hardware/software, PC/mobile devices, conferencing setups, VPN, IP phones).
- Maintained IT infrastructure across office environments, ensuring seamless functionality.
- Directed the IMAC process, including new PC/mobile provisioning and setup.
- Provided training and support for new employees, fostering a knowledgeable user base.
- Authored Knowledge Base entries and coordinated escalations to third-line support as needed.

Support Analyst

March 2019 – April 2021

- Served as the primary contact for technical issues in 900+ Caffe Nero stores, including international sites.
- Handled a range of support tasks, from EPOS and PDQ troubleshooting to managing internal ticketing and logging systems.
- Provisioned and repaired hardware, including laptops, desktops, and mobile devices.
- Assisted with IT department projects, contributing to system improvements and enhancements.

Skills

- **Technical Proficiency:** Windows Server & Desktop Administration, Active Directory & Azure AD, Virtualization (VMware, Hyper-V), Microsoft Intune, Cloud Computing (Azure, basic AWS), Network Administration, Security Best Practices, Backup & Disaster Recovery
- **Platform & Device Management:** Provisioning and Management of Azure VMs, SSO (Okta and Azure AD SAML), Meraki MDM, VOIP (Teams, Zoom), Microsoft Office 365, Conferencing Setup (Team, Zoom), Onboarding & Offboarding Processes
- **Support & Customer Service:** POS & Desktop Support, Hardware Installation & Configuration, Incident Response & Troubleshooting, Ticketing Systems, Knowledge Base Creation, End-User Training & Support
- **Networking & Infrastructure:** Basic Cisco CCNA knowledge (legacy certificate from the IT Engineer Education), Network Troubleshooting, AV Setup, Device Provisioning (Windows/macOS, iOS/Android)

Education

II. Ferenc Rákóczi School (Hungary)

IT Engineering Assistant

University of Pécs (Hungary)

IT Engineering (Incomplete)

Languages

- **Hungarian:** Native
 - **English:** Full Professional Proficiency
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Certifications & Interests

- **Certifications:** Former Cisco CCNA certification (legacy cert from IT Engineer school)
- **Hobbies:** Football, Certified Football Referee (Hungary, 2005-2014), Home Lab Enthusiast (QNAP NAS, Docker, Home Assistant)