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Profile

Diligent, customer focused support technician with over 2.5 years of experience in a remarkably busy retail environment. I have great technical knowledge in Microsoft technologies, POS and desktop support and remarkable customer service manner. I am a great team player with good communication skills.

Experience

Support Analyst 03.2019- Present - Caffè Nero

- First technical point of contact for 900+ Caffè Nero stores (including international sites)
- Resolving technical issues (EPOS, PDQs, PCs, printing, small networks)
- Logging and updating tickets in internal ticketing software
- Provisioning and fixing hardware including laptops, desktops and mobiles
- Assisting with IT department projects
- Administration of store facing systems like intranet and ordering system

Head Office support

- First technical point of contact for the Head Office with over 300 users. Assisting users with their desktop support issues (Windows, AD, networking, printing, hardware and software support, PC and mobile, conferencing software and hardware, VPN, IP phones)
- Upkeep of office's IT infrastructure
- Ownership of IMAC process
- Provisioning of new PCs (Windows/MacOs, both laptop and desktop) and mobiles (iOS and Android)
- Managing, supporting, and troubleshooting mobiles (Meraki MDM, BT OnePhone)
- Setting up and training new starters
- Reporting to Service Manager
- Creating Knowledge Base entries
- Escalating issues with 3rd line colleagues

Skills

POS and Desktop Support

Windows 7, 10

Active Directory

Provisioning new computers, mobile devices

AV setup for conferencing (Zoom based)

Installation and operation of applications

Hardware installation, configuration and operation

Installation and operation of technical information systems

Cisco CCNA basic knowledge (old certificate from the Engineer assistant degree)

Microsoft Office + Office 365

Okta SSO

Meraki MDM

Active directory

Education

II. Ferenc Rákóczi School, - Engineering Assistant – Technical Informatics

2009-2011

University of Pécs, - IT Engineer (Half finished)

2012-2014

Languages

Hungarian - Native

English - full professional proficiency

Hobbies and interests

Football

Certificated football referee in Hungary (2005-2014)