— CV —

Jakub Zyzański

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City: Bielsko-Biala

Experienced ICT Engineer with a passion for Linux administration and cloud computing, seeking opportunities to leverage skills in a dynamic environment.

SKILLS

Technical Skills:
- Operating systems: Linux (Red Hat / CentOS), Windows
- Programming: Bash scripting, Python 3.9+
- CI/CD: GitLab CI/CD pipelines, automation
- Networking: TCP/IP, LAN, DNS, NFS, SSH, NIC management, traffic trace
- Containerization: Docker, Docker Compose, Podman
- Databases: MySQL, MariaDB
- Cloud Services: AWS (EC2, S3, VPC, etc.)
- Cloud Architecture: Virtual Private Cloud (VPC), auto-scaling
- Ticketing: ServiceNow
- Applications: Spectrum, Linux Sendmail, LVM, PuTTY, Moba. Cockpit ITSM

Soft Skills:
- Teamwork
- Communication
- Problem-solving
- Adaptability
- Work ethic
- Time Management
- Fast learning

CERTIFICATIONS

10.2023
- **AWS Certified Cloud Practitioner**
  Validation number: 6D3KKRY2X1EE1Z3Q

07.2024
- **ITIL 4 Foundation Certificate in IT Service Management**
  Validation number: GR671668432JZ

WORK EXPERIENCE

07.2023 – Present (1 year 9 months)
- **ICT Engineer** │ Atos │ Bydgoszcz

As an ICT Engineer at Atos, responsible for:
- Monitoring and diagnosing initial network infrastructure issues using Spectrum and MobaXterm/Putty software.
- Troubleshooting incidents related to Linux services, SWAP, filesystem, logs
- Preparing and delivering detailed reports for clients.
- Communicating with Key Users and teams as first-line support
- Improving procedures and services in cooperation with Daily support / Technical Experts.
- Creating intervention requests for on-site local teams.
- Consistently achieved and exceeded performance targets, contributing to a 15% increase in customer satisfaction ratings.
- Created and implemented a PowerShell script that automated ticketing tasks, increasing team efficiency and reducing time spent on manual operations, which led to faster issue resolution.

04.2022 – 06.2023 (1 year 3 months)
- **Junior ICT Engineer** │ Atos │ Bydgoszcz

- Performing monitoring and functional support for the client's infrastructure (French client, Safran).
- Monitoring and resolving incidents in the ServiceNow environment.
- Troubleshooting incidents related to Windows system, VMWare, SAP systems, ServiceTrace applications.
- Performing daily checks and activities.
- Responding to device alerts via Dollar Universe, Cockpit ITSM, Geode and Lotus Domino consoles.
- Successfully onboarded and trained two new team members.

02.2017 – 03.2022 (5 years 2 months)
- **IT Support Specialist** │ Sistema Poland │Tychy

- Diagnosing and resolving issues with software, hardware, and network systems.
- Assisting with the installation and configuration of applications and devices (e.g., printers, scanners).
- Providing guidance on the use of software, such as the Microsoft Office suite.
- Troubleshooting hardware issues, including computer malfunctions, damaged cables, and network connectivity problems.
- Updating operating systems and software to ensure security and performance.
- Implementing security measures, such as password changes, antivirus protection, and data encryption.
- Installing new computers, monitors, networking devices, and related equipment.

EDUCATION

09.2013 – 08.2015 (2 years)
- **Post-secondary school: Information Technology and Administration BTE in Bielsko-Biala**
  Specialization: IT Technician Diploma
  INF.02 - Network and System Administration
  INF.03 - Web and Database Development

SELF DEVELOPMENT

- ■ **Courses/Trainings**

  - **Professional Linux Training**:
    Gained practical knowledge and skills for effective Linux administration.

  - **AWS Cloud Practitioner Essentials training**: (4 weeks on AWS Partner Network)
    Acquired hands-on experience in AWS core services and their practical applications in real-world scenarios.

  - **Python training:** Python Crash Course, 3rd Edition Book
    Learned the basics of Python, including data structures, object-oriented programming, file handling, and classes.

- ■ **Practical Experience**
  - Administration of **Linux** and **Windows** systems, including installation, configuration, and user management.
  - **Linux server management**: LVM, disk partitions, crontab, system monitoring (top, df, netstat).
  - **Scripting & Automation**: Bash scripts (loops, conditionals), custom aliases, task scheduling.
  - **Networking**: Configuration, troubleshooting (ping, ifconfig, netstat), DNS, NTP, Sendmail.
  - **Database Management**: Writing and optimizing **SQL queries** for data analysis.
  - **Home Automation**: Developed a **Home Assistant** server on **Debian**, using **Docker** for modular deployment and secure remote access.
  - **Docker & Containerization:** Container creation, web server deployment inside containers, creating custom Dockerfiles, managing volumes and files within containers, setting up private Docker registries, and configuring secure domain-based deployments.

LANGUAGES

English: **B2** - Upper Intermediate (daily professional communication, documentation writing)
Polish: **Native**

INTERESTS

Technology: Passionate about emerging technologies such as cloud computing and AI.
I actively follow industry trends in AI and cloud computing, experimenting with Docker to deploy and manage home automation devices.

LINKS

Portfolio:
https://jakubzyzanski.github.io/
LinkedIn:
https://www.linkedin.com/in/jakub-zyzanski-jz90/
GitHub:
https://github.com/jakubzyzanski