


Jarosław Łaba

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Profile

Motivated and detail-oriented Technical Support Consultant with over three years of experience in the telecommunications sector, particularly in M2M and IoT projects. Skilled in troubleshooting complex technical issues, working with cross-functional teams, and supporting mission-critical systems. Currently transitioning into a DevOps/Cloud Engineering role. Eager to leverage my support background and passion for automation to contribute to dynamic DevOps environments.

Skills




- | | | |
|----------------|--------------|--------------------------|
| • AWS | • Python | • Docker & Kubernetes |
| • Terraform | • JavaScript | • CI/CD - GitHub Actions |
| • Linux & Bash | • SQL | • Git |

Projects

The Cloud Resume Challenge

A self-directed technical project based on a community challenge designed to build and deploy a cloud-based resume using AWS services, DevOps practices, and automation. The challenge focuses on strengthening skills in cloud infrastructure, Infrastructure as Code, CI/CD, and full-stack development. The challenge involved:

- Developing and styling a resume using HTML and Tailwind CSS
- Hosting the resume as a static website on AWS (S3) with HTTPS and custom DNS
- Implementing a visitor counter using JavaScript, a backend API (AWS Lambda), and a database (DynamoDB)
- Writing backend code in Python and smoke tests in Cypress.js
- Managing infrastructure using Infrastructure as Code with Terraform
- Setting up CI/CD pipelines for both frontend and backend using GitHub Actions
- Implementing permission management using AWS IAM roles and policies
- Writing a blog post that describes the whole process of building the project

[GitHub](#)  [Blog post](#)  [Resume website](#) 

Professional Experience

Comarch S.A.

Technical Support Consultant, 2021 - present

- Providing technical support for M2M/IoT connectivity platforms, including both on-premises and cloud-native solutions, by reviewing service and application logs, debugging Kubernetes pods and nodes, and ensuring platform reliability and performance using tools such as kubectl, Grafana, Prometheus, Kibana
- Designing and developing Bash and Python scripts to automate repetitive operational tasks and support monitoring systems such as Nagios
- Documenting troubleshooting procedures, solutions and internal knowledge base articles
- Working closely with development teams to escalate bugs, suggest improvements, and verify fixes in production and pre-production environments

- Analyzing cellular data traffic using diagnostic tools such as Wireshark
- Participating in UAT and regression testing of new platform features, firmware updates, and software releases
- Collaborating with international clients and partners, providing technical guidance in English across time zones
- Performing installations in both production and non-production environments
- Providing 24/7 on-call support as part of a duty rotation team

Education

Cracow University of Technology

B.Eng. in Computer Science, 2021

Certificates

AWS Certified Cloud Practitioner

Issued January 2025

View credential [↗](#)

I hereby give consent for my personal data included in the application to be processed for the purposes of the recruitment process.