

Krzysztof Hoszowski

Software Engineer

Krzysztof Hoszowski
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About Me

Support Engineer with a sharp analytical mind, deep empathy for clients, and a strong commitment to excellence. In my current L2 role supporting Db2 systems, I've consistently demonstrated the ability to absorb complex technical concepts quickly and retain them over time, resolve customer issues holistically, and communicate clearly across technical and non-technical audiences.

I'm skilled at dynamically managing priorities from critical incidents to long-term improvements. I take full ownership of my responsibilities, maintain high standards in communication and data safety, and actively use tools like shell scripting, documentation analysis, and AI to automate, investigate, and innovate within organizational bounds.

My work is driven by customer success and the reliability of the systems I support. I deliver not just solutions to problems—but thoughtful, tested improvements that contribute to shared knowledge and better practices.

Skills

Technical Expertise

Strong command of **Db2** internals (tablespaces, bufferpools, logs, backups, rollforwards, reorgs)

Experience with **ODBC, SQL, RDBMS maintenance**, upgrades/downgrades, and diagnostics

Solid understanding of **Linux (RHEL), OpenShift, Docker, Kubernetes**, and **Db2U/WH**

Skilled in **shell scripting** using ssh, scp, grep, find, cut, diff, gdb, makefiles, etc.

Safe, efficient script authoring and verification, including protection of sensitive data

Soft Skills & Work Ethic:

Fast and lasting learner: retain complex technical knowledge and apply it across use cases

Clear, fluent communicator in both **English and Polish**, written and spoken

Bridge between technical depth and user-friendly communication

Dynamic time and task prioritization: critical → routine → growth

Full responsibility ownership: no dropped cases, consistent follow-through

Empathy and care for customers' business and personal situations

Collaboration & Contribution:

Trusted team member who shares knowledge and creates high-quality documentation

Ability to navigate organizational structures and escalate appropriately

Courage to raise and resolve systemic issues constructively

Respectful handling of private and sensitive data (following least privilege principle)

Mindset & Integrity:

Balance between independent leadership and recognizing scope/legal limits

Focused on **providing satisfying resolutions**, not just fixing symptoms

Capable of adapting to structured processes and improvising in ambiguous situations

AI-literate: using tools like ChatGPT to automate, investigate, and enhance support

Experience

IBM / Db2 Support Engineer

Started Nov 2024, Kraków, Poland

Making Db2 work for critical Linux, AIX and Windows users. Analyzing and debugging C++ code for clients in the European Union, Switzerland, UK and worldwide. Automating processes that banks and leading companies rely on for their business and service to humankind.

Lasertex sp. z o.o. / Software Engineer

Aug 2023 – Sep 2023, Wrocław, Poland

Delphi legacy code development. Developed interfaces for Windows users with metrological equipment, including:

- Lathe Measurement System LMS-5
- High Precision Laser Interferometer HPI-3D

Lasertex sp. z o.o. / Electronic Engineer

Jul 2023, Wrocław, Poland

- Designed and developed hardware and software for precision measurement devices in Altium Designer (PCBs), LabVIEW and C
 - Received positive feedback for my contributions and teamwork.
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Education, Certifications and Learning

Politechnika Wrocławska / Bachelor's in Computer Engineering

Oct 2020 – Jan 2024, Wrocław, Poland

Containers & Kubernetes Essentials ([Credly](#))

Issued by IBM

CCNA: Introduction to Networks ([Credly](#))

Issued by Cisco

140-day streak in the [Elevate](#) brain training app with rankings in the top 4% of my age group, including 98.13% in Math