

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 consistently demonstrate the ability to absorb complex technical concepts quickly, retain them over time, and resolve customer issues holistically. I communicate clearly with both technical and non-technical audiences, and thrive in distributed, asynchronous environments.

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.

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), Docker, Kubernetes, OpenShift, and Db2U/WH

Skilled in shell scripting and system tools (ssh, scp, grep, find, awk, gdb, make)

Familiarity with distributed systems and containerized production environments

Soft Skills & Work Ethic:

Fast and lasting learner; adapt to complex systems with minimal guidance

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

Responsible ownership of tasks and escalations; consistent follow-through

Prioritize effectively in fast-paced, ticket-driven environments

Empathetic, respectful, and customer-focused

Collaboration & Contribution:

Trusted team member known for producing high-quality internal documentation

Experienced in navigating organizational hierarchies and structured escalation paths

Respectful handling of private and sensitive data (least-privilege approach)

Comfortable in asynchronous, remote-first environments

Mindset & Integrity:

Detail-oriented with a pragmatic, solution-focused approach

AI-literate: integrate tools like ChatGPT for validation, automation, and learning

Balance independent problem solving with team consultation when appropriate

Experience

IBM / Db2 Support Engineer (L2)

Nov 2024 – Present, Kraków, Poland (Remote)

- Provide Level 2 support for Db2 database systems running on Linux, AIX, and Windows in enterprise environments
- Reproduce and resolve real-time production issues through log analysis, behavioral testing, and customer communication
- Coordinate with advanced troubleshooting and development teams for escalations
- Use tools like grep, awk, and gdb to isolate system-level errors in high-availability setups
- Author and contribute to internal documentation and client-facing knowledge bases
- Collaborate in a globally distributed team using asynchronous workflows and remote collaboration tools

Lasertex sp. z o.o. / Software Engineer

Aug 2023 – Sep 2023, Wrocław, Poland

- Developed user interfaces for precision metrology devices using legacy Delphi code
- Contributed to systems integrating with the LMS-5 and HPI-3D measurement platforms

Lasertex sp. z o.o. / Electronic Engineer

Jul 2023, Wrocław, Poland

- Designed and prototyped electronics for laser-based measurement systems
 - Developed hardware in Altium Designer and control interfaces using LabVIEW and C
 - Received positive feedback for initiative and quality of deliverables
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Education, Certifications and Learning

Politechnika Wrocławska / Bachelor's in Computer Engineering

Oct 2020 – Jan 2024, Wrocław, Poland

Final Grade: 4.5 / 5.5 ("Good Plus")

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

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

140-day streak in [Elevate](#) (top 4% in age group, 98% in Math)