

Personal data

Name Karina Hodel
Birthday 05.02.1996 Ukraine
Phone +48 886907661
Email rinahodel@gmail.com
LinkedIn www.linkedin.com/in/karina-hodel
My GitHub https://github.com/karinahodel/cv



Work experience

02/2024 -Present

Senior Service Desk Analyst with German

- Act as the Single Point of Contact (SPOC) for all IT-related incidents and service requests, ensuring efficient communication between users and IT teams
- Assist users with IT-related requests, including hardware, software, and access management.
- Perform remote incident analysis, troubleshooting, and resolution at the 1st level whenever possible, escalating more complex issues as needed
- Accurately document and categorize all incoming service requests and incident reports in the IT Management System to maintain comprehensive records and improve service quality.

04/2022-01/2024

1st line Support Analyst / Engineer in German/ SRM Atos Polska | Warsaw

- Identifying problem-resolution procedures using customer-specific informations
- Resolving incidents and service requests
- management of users, licenses, shared mailboxes and Office groups in Active Directory
- VDI and software assignment and modifying
- VPN and virtual desktop support
- escalation of tickets to L2 (ServiceNow)

08/2019-03/2022

Senior Customer Service Specialist in German Teleperformance | Katowice

- providing operational support to the client's business customers
- acting as the primary interface between the client and 3rd party sellers
- solving complex issues through logical reasoning and data interpretation skills
- identifying trends to appropriate channels including improvement suggestions

Education

09/2013 - 06/2017

Bachelor of Marketing

Yuriy Fedkovych Chernivtsi National University

Engagement

07/2016

Voluntary internship at DJO (German Youth in Europe)
Halle an der Saale (office help, hand-made teacher, child care)

05/2014-12/2017

Active member of the organization of German youth in Ukraine

05/2015-10/2016

Editor and illustrator the newspapers "MarketingMix" at the University

Certifications

ITIL

ITIL® Foundation Certificate in IT Service Management (in English)

Software testing course

Practical software testing course (Udemy)

Git&GitHub

Introduction to Git and GitHub by Atos Corporate University

Skills and Interests

Language skills

German C1, English B1, Ukrainian C2, Polish C2

IT skills

Familiarity with ISTQB, SCRUM, Power Automate, Jira, Postman, SQL, GIT, Rest API, TestLink tool, BrowserStack platform, Test case creation, Chrome Devtools, Windows PowerShell, Error reporting
ServiceNow, Active Directory, Citrix Studio, WEM Administration Console, RSA Console, Pulse Secure, VDI

Soft skills

Communication, attention to detail, self-motivation, positive attitude, patience, flexibility, adaptability, empathy

Hobbies

Traveling, skiing, baking sourdough bread, learning languages, sport

I agree to the processing of personal data provided in this document for realising the recruitment process pursuant to the Personal Data Protection Act of 10 May 2018 (Journal of Laws 2018, item 1000) and in agreement with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).