

# Curriculum Vitae

## Katarzyna Wieczorek



### Work experience

#### Mediterranean Shipping Company S.A, (MSC) Global Workplace Specialist 04/04/2022 – 14/06/2025

- ◆ **Intune Endpoint Management:** Overseeing device enrollment, policy enforcement, and security configurations for over 40,000 devices. Endpoint deployment and policy management
- ◆ **Device Management (Intune, AutoPilot):** Deploying and maintaining workstations and mobile devices
- ◆ **Azure AD / Entra ID:** Configuring identity management, MFA, and access policies
- ◆ **ServiceNow & Incident Management:** Providing 3rd line end-user support, resolving complex IT issues
- ◆ **Hardware & Software Support:** Managing and troubleshooting PCs, printers, mobile devices, and office equipment

#### Fujitsu Poland 03/02/2020 – 31/03/2022

#### Technical Services Engineer 03/2021 – 04/2022

- ◆ **SCCM & Intune:** Managed software deployment, security updates, and patching
- ◆ **Microsoft 365 Hybrid Support:** Integrated on-premise Exchange environments with Office 365
- ◆ **Security Policies & Compliance:** Implemented GPO configurations

#### Associate Technical Services Engineer 02/2020 – 03/2021

- ◆ **Cloud & Hybrid Solutions:** Provided IT support for multi-client Microsoft 365 environments
- ◆ Automated processes using **PowerShell scripts**
- ◆ Managed **Microsoft 365 accounts**, Exchange mailbox policies, and user authentication

#### Capgemini 02/05/2016 – 31/01/2020

#### Junior Infrastructure Engineer 06/2019 – 01/2020

- ◆ Managed IT infrastructure and global network operations across 17,000+ servers
- ◆ Supported Microsoft & Linux environments, troubleshooting SQL, SAP, Oracle systems

#### Service Centre Analyst 05/2016 – 05/2019

- ◆ Provided IT support using **ITIL methodologies**
- ◆ Developed Knowledge Base articles to enhance team efficiency

### Soft Skills

- ✓ Problem-solving & troubleshooting mindset
- ✓ Strong communication & teamwork
- ✓ Adaptability & continuous learning
- ✓ Process improvement & automation

### Why Me?

- ✓ 9+ years of IT experience, with deep expertise in Microsoft 365 and Intune
- ✓ Strong background in enterprise IT operations and troubleshooting based on ITIL
- ✓ Proven ability to manage large-scale enterprise IT environments
- ✓ Multilingual, capable of working in international teams