



Robert Mbogni

Software Support Technician

Details

+48515936667

robertoo2008@yahoo.fr

Skills

Cloud computing, knowledge of internet technologies, Programming python, C/C++, Javascript, SQL

Customer Service, Office administration, Query resolution, Handling complaints, Assertive, Listening, Confident, Creative, Self starter,

Languages

English

Polish

French

Profile

A highly motivated, confident individual with exceptional multi-tasking capabilities and able to work in a target driven. Hardworking with excellent attendance and punctuality records who can work equally well alone or as part of a team. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility. Currently looking for a suitable position as French /English IT with ambitious company or organization. Technical Customer Service Specialist with the capacity to quickly learn and synthesise new networking technologies. Highly-skilled software development professional bringing more than 1years in software design, development and integration. Advanced knowledge of C/C++ and Python. Knowledgeable Senior Process executive skilled in data collection, analysis and management. Works well under pressure and consistently meets deadlines and targets while delivering high quality work.

Employment History

Data Expert documentation at Jumaztrans, Krakow

March 2018 – Present

implementating New invoice in OneDrive, and preparing bash for backup.

IT Analyst at HCL Poland, Krakow

December 2016 – October 2017

Trouble shooting for network connection, Microsoft office, SAP reset password, Used tools Skype for business, Webex, SIAM, Active directory, SAP, phone.

Senior software Engineer at Mphasis wyde, Wrocław

June 2016 – August 2016

Providing installation for new version using Control-M, doing task as import and export dumps, static test of applications, database updates, JIRA ticket management, setting and visualisation of script, generating and building new packages on Jenkins
Used tools: SQL developer, JIRA, Control-M, Jenkins, Excel, Unix, Putty

IT specialist at IBM, Wroclaw

October 2015 – May 2016

Monitoring Windows and Linux servers by Console-Tivoli. Restarting services, and applications such as printers. Taking care of incidents by phone and e-mail. Controlling logs.
Used tools: Unix & SQL server, Putty, IBM Tivoli

Senior process executive at Infosys BPO Poland, Łódź

[October 2018](#) – [October 2018](#)

Taking care of customer refund, decision maker providing payment on client, asking remittance advice by phone and e-mail. Making some extraction from SAP to Excel for data analysis purposes, Used tools: SAP, Excel, OEMS

Internship at THESSLA.s.c, Kraków

[August 2013](#) – [August 2013](#)

Projecting the system of motor control.

Internship (web) at Mobile-tech s.c, Kraków

[September 2012](#) – [October 2012](#)

Web development related tasks, linking Web pages, moderating directory, updating existing Web pages, writing text, processing images.

Internship (power technology) at Elektrociepłownia, Kraków

[July 2012](#) – [July 2012](#)

Getting acquainted with power production technology. Using PLC to control transformator and motors.

Physical work at fish processing plants at sealverbay, Alaska USA

[July 2010](#) – [September 2010](#)

2010/2011 , .

Cleaner and quality control

Physical work at Printhouse TOMMARG, Kraków

[October 2018](#) – [October 2018](#)

2009/2010

Physical work, book ordering

Extra-curricular activities

[October 2018](#) – [October 2018](#)

Education

Post graduate study in Software tester for mobile application and servers, Wyższa szkoła Bankowa we Wrocławiu, Wrocław

[October 2018](#) – [October 2018](#)

Stack technologiczny:

Appium

Atlassian application stack (Jira, Confluence, Stash)

GIT, Linux / Unix, SQL, Python, Networking protocols, Continuous integration (Jenkins),

Network proxies (Charles, mitmproxy), Mobile Native Automation,

Testing Mobil application and server

Master in Electrotechnics, AGH University of Science and Technology
Faculty WEAiIB (former WEAiIE), Krakow
[October 2009](#) – [February 2015](#)

study profile: Electrotechnics
specialization: Electronic power and electronic drives
Programing elevator in C++
Programing Microcontroler in FPGA system for BLDC motor.
Programing PIC32 Microcontroler in C language for BLDC motor

intensive course of Polish language, Politechnika Krakowska, Krakow
[October 2008](#) – [June 2009](#)

intensive course of Polish language

Mathematics- no graduated, University of Yaounde I, Yaounde
[October 2005](#) – [September 2008](#)

Faculty of Science (Mathematics)
analysis, algebra, topology, geometric physics, physics of atoms.
information technologie

Courses

Cisco Udemy certificated;IP addressing,, Udemy
[November 2015](#) – [Present](#)

ITIL, IBM
[April 2015](#) – [Present](#)

References

Emmanuel HATRY from Mphasis wyde
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