

**GYULA MAGYAR**

**IT Operations Support | Office / Back Office Coordination**

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## PROFESSIONAL SUMMARY

I am an IT-oriented professional with an administrative and operational background, strong in structured problem-solving and well-documented work. Through IT-focused training, I have gained foundational knowledge in system administration and IT support (Windows environments, Active Directory concepts, virtualization, MS SQL fundamentals). My goal is to work in a junior IT support or IT operations support role where I can combine technical curiosity with reliable, high-quality operational performance.

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## TECHNICAL & OPERATIONAL SKILLS

- IT support mindset, incident handling
- Windows environment fundamentals
- Active Directory – basic permission management
- MS SQL Server – operational basics, querying
- Documentation and ticket handling
- Microsoft Office – advanced level

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## PROFESSIONAL EXPERIENCE

### Senior Call Coordinator – Prohuman

*April 2021 – February 2025 | Remote*

*Handling customer and internal requests, logging incidents and supporting their resolution. Managing administrative processes and documentation, forwarding and tracking technical issues.*

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## EDUCATION & TRAINING

- T-SQL Database Operations Training
- Junior System Administrator Training
- RTV Electronics Technician

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## LANGUAGES

- English – A2–B1 (continuous improvement)