

GYULA MAGYAR

IT Operations Support | Office / Back Office Coordination

@ mgycontact@gmail.com |  <https://github.com/magyargyula>

 www.linkedin.com/in/gyulamagyar |  <https://www.magyargyula.hu/>



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.

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.

EDUCATION & TRAINING

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

- English – A2–B1 (continuous improvement)