

MICHAL ČAPOUN

michalcapoun@gmail.com ✉

+420 720 246 303 ☎

Praha, Česká Republika 📍

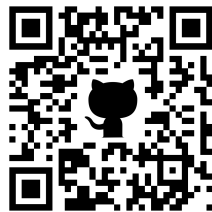
linkedin.com/in/michalcapoun in

github.com/michalcapoun 🐙

Scan to visit my LinkedIn



Scan to visit my GitHub



Skills _____

Remote/On-Site IT Support | Windows | Android | Hardware/Software Management | ServiceNow | Networking | VIP Client Support | Supplier Communication | Google Workspace/Microsoft 365 Administration | Java | Spring Boot | JavaScript | TypeScript | Angular | Jest | MSSQL | MySQL | Git | CI/CD | JSON | Scrum | Native Czech | Full Professional English

Experience _____

2nd Line Support Engineer Atos IT Solutions and Services A/S 12/2022 - 03/2023

- Manage hardware, software, and IT infrastructure for optimal performance.
- Analyze and resolve customer incidents and requests, ensuring minimal downtime.
- Record incidents/requests using ServiceNow, maintaining accurate records.
- Collaborate with solution teams and provide VIP client support.

IT Support Specialist ALBI Česká republika a.s. 04/2017 - 04/2022

- Provide remote/on-site IT support for employees and brand stores across Czech Republic.
- Install/manage endpoint devices, manage Windows/Android devices, communicate with hardware/camera system suppliers.
- Administer Google Workspace/Microsoft 365, execute basic SQL/PowerShell tasks.

Education _____

Junior Web Development Green Fox Academy 04/2023 - 08/2023

- Focus on full-stack development and web technologies.
- Acquire proficiency in Pair Programming, Team Collaboration, Java, JavaScript, TypeScript, Angular, Git, MySQL, CI/CD and Scrum methodologies.

Projects _____

FoxHub: A social web platform designed for recruiters looking for talented students within the Green Fox Academy. Live version: <https://foxhub.gfapp.eu/intro> (07 - 08/2023)