



MICHAL HARBÁČEK

IT OPERATIONS SPECIALIST | ASPIRING CYBER SECURITY CONSULTANT

CONTACT

- michalharbacek11@gmail.com
- (+420) 602 102 882
- Prague, Czech Republic
- Oct 14, 1992

PROFESSIONAL DEVELOPMENT

Python (Data/Security)

100 Days of Code (In Progress)

AI Engineering & RAG

LangChain integration

Microsoft Azure AI

AI-102 Prep

TECH STACK

HPE Hardware Support (L1)

BASIC OVERVIEW

Linux / Unix Basics

VMware / Virtualization Basics

SQL / Databases Basics

HTML / CSS Basics

CERTIFICATIONS & SKILLS

ITIL® v3 Kepner-Tregoe

FCE (English) Analytical Thinking

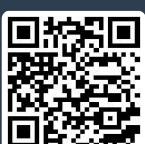
Incident Mgmt

LANGUAGES

Czech Native

English B2 / Pro

INTERACTIVE CV



Streamlit App

Scan for
live demo

michal-harbacek-cv.streamlit.app

ABOUT ME

Professional with 9 years of experience in an international enterprise environment (HPE). I possess a strong background in **Incident Management and process management (ITIL)**, supported by practical knowledge of server solutions (HPE). Currently, I am intensively focusing on **Cyber Security and AI automation** – actively studying Python and cloud AI solutions (Azure) aiming to streamline security processes. I am looking for a role where I can combine my operational experience with modern technologies.

WORK EXPERIENCE

Customer Care Rep III / Tech Solution Consultant

03/2017 – Present

Hewlett Packard Enterprise s.r.o., Prague

International team with an overlap into technical consulting and process management.

- L1 Technical Solution Consultant:** Diagnostics and troubleshooting of faults on Industry Standard Servers and storage solutions. Proposal of action plans for remediation and risk mitigation.
- Process Management:** Research and implementation of global processes for local use. Management of the process library ensuring compliance and efficiency.
- Project Leadership:** Leading the "Single Point of Contact" project for a key customer.
- Mentoring new colleagues and coordinating escalations.
- Tools: Salesforce (ticketing system), internal log analysis tools.

Client Advisor

03/2016 – 01/2017

UniCredit Bank Czech Republic and Slovakia, a.s.

- Analysis of client needs and risk management within portfolio management.
- Communication across departments and resolution of non-standard requests.
- Adherence to banking regulations and security standards.

EDUCATION

Business and Administration (Studies)

2013 – 2015

Czech University of Life Sciences Prague

Post-secondary English Language Studies

2012 – 2013

Language School Spěváček, Prague

High School Diploma – Information Technology

2008 – 2012

Secondary Technical School and College Písek

Gained basics in HTML, PHP, SQL, and computer graphics (Corel Draw, Photoshop).

INTERESTS

Family, friends, discgolf, football-tennis, kickbox, krav maga, movies, TV series, PC games.