

Mikołaj Buczek

I am highly motivated and focused on development in the IT industry. Currently I work at Diebold Nixdorf in the Help-Desk department. My duties include remotely solving problems related to the operation of applications, systems and devices. Currently In order to develop my skills I'm looking for a new job as front-end developer. Take a look on my website www.mikolajbuczek.pl and contact with me.



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www.mikolajbuczek.pl

linkedin.com/in/mikolaj-buczek-3b2013156

github.com/mikolaj-git

EDUCATION

IT profile

Technical college ZSEiL no. 2 - IT profile

09/2008 - 09/2012

Warsaw

WORK EXPERIENCE

Help-desk Specialist

Diebold Nixdorf Sp. z o.o.

10/2019 - Present

Warsaw

Achievements/Tasks

- Respond to requests for technical assistance by phone, email or using the Help Desk management system,
- Analysis, diagnosis and repair of reported service incidents,
- Cooperation in an international environment with senior specialists, L2, L3 and management in solving complex problems,
- Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician,
- Support for proprietary IT systems and devices (computers, printers, scanners etc.).

Team leader / Production machines operator

Wolff LDP / Wolff Trading Sp. z o.o.

01/2015 - 07/2019

Warsaw

Achievements/Tasks

- Operation of production machines
- Calibration, repair, maintenance
- Operator training in the use of machines
- Training of new employees

Sales representatives

Web Medio

01/2012 - 12/2012

Warsaw

Achievements/Tasks

- Maintaining good business relationships with existing customers
- Initiating and conducting business meetings with new clients
- Selling the company's services and products

Telemarketer

PLT sp. z o. o.

01/2010 - 01/2012

Warsaw

Achievements/Tasks

- Telephone sales of products and services
- Conducting surveys
- Arranging business meetings
- Building a positive relationship with the client

SKILLS

HTML

CSS / SCSS

JavaScript

React

Familiarity with Office365

Driving license B

LANGUAGES

Polish

Native or Bilingual Proficiency

English B1-B2

Professional Working Proficiency

INTERESTS

Cycling

Gym

Fitness

Dietitian

Playing with my dog