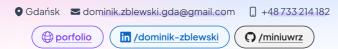
# **Dominik Zblewski**

IT Support Specialist



### **Education**

ZSE nr. 13 in Gdańsk — IT Technician (tech.-informatyk)

JavaScript MySQL Windows Windows Server Linux Networking

Programming: (JavaScript, Python, SQL)

Database administration: (MySQL, MS Access, XAMPP)

Windows Server: (Active Directory, Group Policy, RDP)

Networking: (TCP/IP, LAN/WAN, DHCP, DNS, NAT, VPN...)

Computer systems administration: (Windows, Linux)

#### Experience

# **HCL Poland** — IT Support Specialist

Dec 2023 - present

ServiceNow Office 365 Active Directory Windows Server

- Opening, managing, and closing service requests and incidents in ServiceNow.
- Troubleshooting issues with Citrix VDI's, Windows, Mac, mobile devices, conference rooms & printers.
- Resolving hardware & software issues
- Installing software on Windows, Mac and iPhone devices remotely & on-site
- Building & configuring new devices for users.

# **Featured Project**

#### **VMProtect**

VMware EXSi Veeam Zabbix Azure Blob Storage

This project sets up a secure virtual infrastructure, using VMware for VM management and Veeam for backup and recovery. It streamlines protection, backup, and recovery. Zabbix handles monitoring, while Azure Blob Storage ensures scalable, secure cloud backups. The setup runs VMware ESXi on a Dell OptiPlex.

link to the project's page:  $\mathcal{O}$ 

# **Skills & Tools**

# **Operating systems**

Windows Windows Server Linux

#### **Programming languages & frameworks**

PowerShell Bash Python SQL ITIL

### **Tools & software**

Support related

ServiceNow Office 365 Citrix

Admin related

Azure Active Directory Kubernetes IIS

Hyper-V VMware Veeam Zabbix

#### Languages

Polish (native) English (B2)

# Certifications

