

Info / Contact

25.12.2002

Gdańsk, Poland

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Skill Highlights

- Knowledge of network issues and protocols (TCP/IP, DHCP, DNS, FTP)
- Handling Windows operating systems (7 -11 and Server)
- Ability to diagnose hardware and software issues
- Configuration of hardware (PC's, notebooks, printers, routers etc..)
- Hardware and software related knowledge
- Programming languages: SQL & Python
- Tools:
 - Microsoft 365: (SharePoint, Exchange, Outlook, OneDrive, Access, Word, Excel)
 - Active Directory
 - Service Now
 - Remote support tools: (psexec, Citrix Director, RDP)
 - Citrix Workspace & Citrix Secure Access
 - RedBeam

Languages

Polish - native language

English - B2

Russian - A1

Dominik Zblewski

Experience Summary

○ Service Desk Technician

at HCL TECHNOLOGIES

Gdańsk - 12.2023 - Present

- Installing software on Windows, Mac and iPhone devices remotely & on-site
- Troubleshooting issues with Citrix VDI's, Windows, Mac, mobile devices, conference rooms & printers.
- Building & configuring new devices for users.
- Opening, managing, and closing service requests and incidents in ServiceNow.
- Hardware support; warranty and out-of-warranty repair and replacement, hot-swapping devices,
- Disposing, redeploying, reclaiming of company owned assets, coordinating shipping, asset tagging, inventory tracking.
- Providing weekly reports on physical inventory counts as well as record weekly outflows of hardware equipment.

○ Systems Administrator

at LV - TECHNIK

Gdańsk - 09.2022 - 12.2023

- Designing LAN networks
- Providing user support for hardware and software issues
- Routing the cables, connecting routers and switches
- Diagnosing, monitoring and repairing systems for customer needs
- Assembling anti-burglary, security and electrotechnical systems (cameras, locks, speakers etc.)

Education Summary

○ Technik - informatyk (IT Technician)

at Zespół Szkół Energetycznych nr.13 in Gdańsk

Gdańsk - 09.2018 - 04.2022

- Windows Server: (Active Directory, RDP, DHCP, DNS & NAT, Group Policy)
- Computer systems administration: (Windows, Linux)
- Networking: (LAN/WAN, DNS, DHCP, VPN...)
- Programming: (SQL, Python)
- Database administration: (MySQL, MS Access, XAMPP, phpMyAdmin)