



Mirosław Wierzbicki

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I'm an IT Specialist with a degree in Electronics and Telecommunications from Wrocław University of Science and Technology. Throughout my career, I've delivered key projects including implementing Zammad helpdesk systems, configuring the GlobaLeaks whistleblowing platform, and developing a Node.js/Vue.js application for automated offer creation. I have experience in user support and infrastructure administration. What drives me is seeing how the right technology can transform workflows and solve real problems.

Work Experience

IT Specialist

February 2024 - Present

Happy User IT For Business sp. z o.o.

As an IT Specialist, I provide professional technical support to end users (1st and 2nd line), ensuring high-quality customer service. I administer Windows/Linux servers and manage LAN network infrastructure, including troubleshooting and resolving network-related issues. My responsibilities include performing updates and maintenance of end-user devices, servers, and IT infrastructure, managing security and backup systems, selecting IT equipment, maintaining inventory and technical documentation, as well as implementing and developing systems supporting business processes.

Back Office Employee

October 2021 - March 2022

Santander Consumer Multirent sp. z o.o.

I managed documentation for fleet vehicle violations, verified data in internal systems, and handled correspondence according to corporate procedures. Additionally, I supported the document dispatch process, managed electronic documentation, and contributed to the development of a new customer letter template.

Education

Bachelor of Engineering, Electronics and Telecommunications (Specialization: Digital Electronics)

2020 - 2024

Wrocław University of Science and Technology

Engineering thesis: Microprocessor-based data logger using STM32 microcontroller. I designed and built this system from scratch, handling hardware design, assembly, programming and testing. The data logger features temperature and voltage measurements, SD card, and an OLED display with user interaction.

Key Projects

Zammad Helpdesk System

I implemented and configured an automated helpdesk ticketing system (Zammad) for an IT outsourcing company serving over a dozen clients, created comprehensive documentation, and conducted training sessions for clients. It improved workflow efficiency and reduced response times across all clients.

Custom Offer Generator

I developed a custom Node.js and Vue.js application that automated commercial offer creation for internal use, allowing employees to input products, prices, and margins to generate finalized PDF offers. This solution significantly reduced processing time and improved efficiency.

Whistleblower System

I deployed and configured a secure open-source whistleblower management platform (Globaleaks), enabling the introduction of a new product that allows clients to confidentially report organizational issues in a secure environment.

Skills

- Good Windows and Linux systems knowledge,
- Windows and Linux server management,
- Network protocols knowledge,
- Infrastructure and network monitoring systems (Zabbix, LibreNMS),
- Proxmox VE, Microsoft Hyper-V,
- Network administration,
- Fortinet FortiOS, Mikrotik RouterOS,
- Microsoft 365 environment, Entra ID,
- Relational databases (MS SQL, MariaDB),
- Programming languages: Python, C, C#,
- Backup tools implementation and policy management,
- Cloud technologies (Google Cloud, Azure)
- Digital and analog electronics,
- STM32 and ESP32 programming,
- Jira,
- Agile methodology.

Certificates

- Mikrotik - MTCNA,
- Nokia - Fundamentals of 5G and 5G Advanced Mobile Telecommunications Systems,
- Cisco IT Essentials,
- IT Technician (E12, E13, E14).

Languages

- Polish - Mother tongue,
- English - C1 level proficiency,
- German - A2 level proficiency.

Hobbies

- Digital electronics,
- New technologies,
- Aviation.