

PAVOL KUTAJ	<i>Technical Support Engineer with a Passion for Python & Docs</i>
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location:	Brno, Czech Republic (working 100 % remotely)

NOW (Q1/2022)

- writing Python scripts for syncing the internal Knowledge Base documents with Zendesk Guide
- writing SQL to model customer contacts into a form that's easily importable/segmentable with Sendgrid
- writing Bash scripts, currently implementing [Snowplow Tracking CLI](#) for infrastructure monitoring
- writing [blog](#) to share my notes/playbooks on medium
- writing up a [read-list of 2022](#)
- sharing some of [my side projects](#) on GitHub
- in 2022, I am focusing on leet code problems
- if so inclined, see [my public LeetCode profile](#)

EXPERIENCE

Data Collection Support Engineer; KB owner (AWS dominated SaaS)

- Snowplow Analytics
- 2020-ongoing

.NET & Powershell Support Engineer; KB quality assurance

- Avolin, Pivotal CRM
- 2019-2020

SAP BW/BI Support Engineer; KB creator/owner

- HeidelbergCement Group
- 2017-2019

L2 Windows Support Engineer with German; KB creator/owner

- HeidelbergCement Group
- 2015-2017

L1 iOS Support Engineer with German

- Infosys BPO
- 2012-2015

SIDE PROJECTS

Tool	Name	Description	URL
Python	jirc	Create a jira card from CLI	https://github.com/pkutaj/jirc
Powershell	mv	Personal History of Software	https://github.com/pkutaj/mv
Powershell	z4v	Zettelkasten 4 VSCode	https://github.com/pkutaj/z4v
Python	md2med	Markdown → Medium publisher	https://github.com/pkutaj/md2med
Powershell	kronCLI	CLI markdown Journal	https://github.com/pkutaj/kronCLI
Drupal	website	Corporate IT department	http://gitc.heidelbergcement.com
Wordpress	website	Venetian Glass Art	http://syin.eu
Wordpress	website	Dermatologist	http://iderma.cz
Wordpress	website	Psychotherapeutic Association	http://csgt.cz

EDUCATION

Charles University	Central European University
2005-2009	2009-2011
Faculty of Humanities	Department of Modern History
B.A. degree; graduated with honors	M.A. degree; graduated with honors

SKILLS

Human languages

- Slovak native
- English C2
- Czech C2
- German C1 certified, currently not used

Computer languages sorted by useage

- Python
- Powershell; Bash
- Markdown
- MS SQL, MySQL, phpMyAdmin, PostgreSQL, SQLite hands-on experience
- Javascript
- Regex
- HTML5/CSS3
- VBA/GAS
- C#

Tools and Frameworks

- Visual Studio Code as the editor of choice
- advanced git + GitHub (actions, too)
- Docker, Vagrant
- Hashicorp Infrastructure as Code (Terraform; Consul)
- Chrome & Firefox Developer Tool Debugging
- Atlassian stack (Jira, Confluence, OpsGenie) + Zendesk
- Windows debugging (Sysinternal Tools)
- WordPress and Drupal theming
- Fiddler
- Advanced Grafana dashboard building
- Google Apps Engine, Google Apps Script
- VBA Scripting + advanced Excel <3
- Node.js
- Basic AWS knowledge/experience

OS & network

- TCP/IP, TLS- and DNS-config
- IIS configuration
- Windows Server Roles and Features setup
- .htaccess configurations

Methodologies

- Knowledge-Centered-Support