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

NOW (Q2/2022)

- big news: I joined the new **Infrastructure Support Team** assisting the proper SRE team with deployments and other cloud infrastructure related tasks/automations
- working on SLI/SLO/SLA definition and breach analysis
- writing Python scripts for syncing the internal Knowledge Base documents with Zendesk Guide
- 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 — see my public LeetCode profile

EXPERIENCE

Infrastructure 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 **jir**a **c**ard 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.heidelbegcement.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

Programming languagues sorted by usage

- Python
- Markdown (is a programming language!)
- Powershell; Bash
- Regex
- MS SQL, MySQL, phpMyAdmin, PostgreSQL, SQLite hands-on experience
- Javascript
- 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