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| <b>PAVOL KUTAJ</b> | <i>Technical Support Engineer with Passion for Python &amp; Docs</i> |
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| blog:              | <a href="http://pavolkutaj.medium.com">pavolkutaj.medium.com</a>     |
| location:          | Brno, Czech Republic (working 100 % remotely)                        |

## NOW (Q1/2022)

- writing python scripts for syncing the internal Knowledge Base documents with Zendesk Guide
- writing Knowledge Base documents in markdown / Visual Studio Code
- 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   |
|------------|---------|-------------------------------|---|
| Powershell | mv      | Personal History of Software  | <a href="https://github.com/pkutaj/mv">https://github.com/pkutaj/mv</a>           |
| Powershell | z4v     | Zettelkasten 4 VSCode         | <a href="https://github.com/pkutaj/z4v">https://github.com/pkutaj/z4v</a>         |
| Python     | md2med  | Markdown → Medium publisher   | <a href="https://github.com/pkutaj/md2med">https://github.com/pkutaj/md2med</a>   |
| Powershell | kronCLI | CLI markdown Journal          | <a href="https://github.com/pkutaj/kronCLI">https://github.com/pkutaj/kronCLI</a> |
| Drupal     | website | Corporate IT department       | <a href="http://gitc.heidelbergcement.com">http://gitc.heidelbergcement.com</a>   |
| Wordpress  | website | Venetian Glass Art            | <a href="http://syin.eu">http://syin.eu</a>                                       |
| Wordpress  | website | Dermatologist                 | <a href="http://iderma.cz">http://iderma.cz</a>                                   |
| Wordpress  | website | Psychotherapeutic Association | <a href="http://csgt.cz">http://csgt.cz</a>                                       |

## 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 in the order of current usage

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

### Tools and Frameworks

- Visual Studio Code as the editor of choice
- git source control
- Docker, Vagrant
- Hashicorp Infrastructure as Code (Terraform; Consul)
- GitHub, Github pages active user
- Advanced Chrome & Firefox Developer Tool Debugging
- Wordpress and Drupal theming
- Atlassian Jira, Confluence
- Zendesk and Zendesk guide hands-on experience
- Windows advanced debugging (Sysinternals Tools, mainly procmon)
- Fiddler
- Node.js
- Google Apps Engine, Google Apps Script
- xUnit testing framework
- VBA Scripting and advanced Excel

### OS & network

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

### Methodologies

- Knowledge-Centered-Support