PAVOL KUTAJ	*Senior Support Engineer*
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blog:	Pavol Z. Kutaj - DEV Community
location:	Brno, Czech Republic (working 100 % remotely)

NOW (Q1/2025)

- Owning Snowplow's rollout process to hundreds of enterprise customers
- Mentoring the rest of the junior team and assuring newly rolled features are supportable
- Writing Bash/Python scripts to automate the support/ops processes
- Responsible for incident management, running post-mortems and post-incident reviews with customers
- Providing technical support to TAM/Sales team during onboarding/POC processes
- Optimizing Kubernetes configuration for apps running on EKS/GKE/AKS
- Docker image creation for internal automation toolage
- Snowplow pipeline deployment processes (Python/bash/HashiCorp stack)
- Configuration of Terraform drift mechanisms and alerting (OpsGenie)
- Building dashboards for SLA/SLO breach analysis (SQL in Redash/Preset)

EXPERIENCE

Senior Support Engineer

- Snowplow Analytics
- 2020-ongoing

.NET & Powershell Senior 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

WEB DEV 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

Tool	Name	Description	URL
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
- Bash
- SQL
- JQ
- Powershell
- Markdown (is a programming language!)
- Mermaid
- Regex
- Javascript/Node.js
- HTML5/CSS3
- VBA/GAS
- C#

Tools and Frameworks

- Vim
- Kubernetes
- Docker
- Snowflake
- AWS/GCP Services
- Advanced Grafana dashboard building
- Advanced git + GitHub (actions, too)
- VBA Scripting + advanced Excel <3
- Visual Studio Code
- 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
- Google Apps Engine, Google Apps Script
- Node.js