IBM

Krzysztof Poskart   Poland

Education

Qualifications	Master of Science, Engineer in Electronics and Telecommunications Silesian Univeristy of Technology in Gliwice, Poland Postgraduate studies in Network Administration General Jerzy Ziętek Silesian School of Management, Poland
Languages	English Good Polish Fluent

Professional experience

Profile	ITIL Foundatoin Certificate in IT Service Management December 2018.
Key Skills	Unix, networking, windows.
Key Courses and Training	Oracle WebLogic Server 11g: Administration Essentials - GDA training. PCB Design Mentor Graphics Certificate course 2006 Katowice.
Career History	**08/2018 - 03/2020** **UPC Poland / Liberty Global** **1st Line IT support engineer.** Similar duties + teaching new employees, taking part in new projects based on current position in Liberty Global. **07/2015 - 08/2018** **UPC Poland / Liberty Global** **1st Line IT support junior engineer.** Preliminary analysis of incidents based on knowledge acquired the second line of support. System. Works verification and control on the basics of available monitoring systems (Spectrum, Nagios, Sitescope, Splunk, Pingdom, Dynatrace and other notifications send by email or health check reports). Coordination of the process of resolving incidents related to the systems used in all Liberty Global Europe companies. Conducting teleconferences while solving critical problems in IT systems (P1). Performing the appropriate actions based on the previously delivered documentation to restore the systems in case of failure (AMP/ASAP/Cspire/Weblogic/ Vitria projects restarts, scripts). Preparing reports and escalations on ongoing tasks **08/2014 - 07/2015** **UPC Poland** **nd line Digital Support Services Engineer** Internet, VoIP and DTV supporting first line and escalating more incidents to LFMT/IT WAN/IT Telecom/Digital Headend, in respect of clients. **07/2006 - 07/2014** **UPC Poland** **Digital Support Services Engineer** Digital Support Services Engineer

07/2005 - 08/2005

Arcelor Mittal Poland
Internship
Assembling and programming of Siemens PLC and Ge Fanuc PLC drivers.

Date: 14-May-2020