Contact

pakla21@gmail.com

www.linkedin.com/in/ppakula89
(LinkedIn)

Top Skills

WordPress

Red Hat Linux

Terraform

Certifications

Getting Started with Terraform for
Google Cloud

ITIL4 Foundation

Introduction to Data Analytics on
Google Cloud

AWS Amazon Cloud Practitioner

Przemysław Pakuła

ICT Engineer in Atos

Bydgoszcz, Kujawsko-pomorskie, Poland

Summary

I am an ambitious and determined individual, always striving to
expand my horizons and acquire new skills and professional
experience. I am hardworking, self-motivated, and a fast learner,
capable of adapting to dynamic environments and effectively solving
problems. I approach every task with professionalism, diligence,
and great attention to detail. Additionally, I easily establish new
connections and thrive in team-oriented environments.

Experience

Atos

3 years 5 months

ICT Engineer

May 2023 - Present (1 year 11 months)

Bydgoszcz, Woj. Kujawsko-Pomorskie, Polska

* Performed initial diagnosis and resolution of network issues and user/client
requests from the service desk.

* Supported the monitoring team with daily tasks, including dispatching,
registering, transferring, and resolving basic issues, report creation, and
primary system checks.

* Maintained up-to-date knowledge of procedures and process changes.

* Updated and improved team procedures to enhance efficiency.

* Provided regular reports for the customer to ensure transparency and service
quality.

* Assisted on-site teams with daily backup tape rotation in data centers.

* Identified and implemented service improvements in collaboration with the
Service Manager.

* Introduced and mentored newcomers to ensure a smooth onboarding
process.

Junior ICT Engineer

November 2021 - May 2023 (1 year 7 months)

Bydgoszcz, Woj. Kujawsko-Pomorskie, Polska

* Provided daily monitoring support for customer infrastructure (French client – Safran).
* Registered, transferred, and resolved basic IT issues related to Windows/ Unix/Linux servers, network infrastructure, databases, Active Directory, SAP, and access management.
* Monitored system alerts using ServiceNow (SNOW), Nagios, Dollar Universe Console, Lotus Domino Console, Geode Console, and Cockpit Console.
* Managed and dispatched incidents reported by the customer.
* Performed daily operational tasks, including system reports and primary checks.
* Acted as the first point of contact for customer communication and cross-team collaboration.
* Assisted in training new team members.

RPP Energy Solutions
Field Sales Representative – Electricity & Photovoltaics
February 2020 - November 2021 (1 year 10 months)
Powiat Bydgoski, Woj. Kujawsko-Pomorskie, Polska

• Created and managed two websites related to products in offer.
• Direct sales of products in the fields of photovoltaics, electricity, gas, and heat pumps for individual and business clients.
• Maintaining contact with business partners.
• Preparing quotations and contracts based on customer needs.
• Creating project visualizations.
• Filling out applications for government programs, including "Mój Prąd" (My Electricity).

Peiron Oy
Production Worker
September 2014 - February 2020 (5 years 6 months)
Teollisuustie 4, 32810 Kokemäki, Finlandia

* Managing job orders in the database
* Maintain & troubleshoot factory IT equipment (PCs, printers, scanners).
* Install, update & configure industrial software & OS.
* Support network connectivity & assist with server maintenance.
* Provide IT support for production systems.
* Ensure cybersecurity compliance & system security updates.
* Monitor system performance & automate routine maintenance tasks.
* Welding/Grinding/Cleaning iron and steel components
* Operating industrial shot blasting machine

* Operating forklift of small and medium size

* Operating industrial crane

Henkilöstövuokrausyhtiö Kipinä Oy
Production Worker
September 2013 - September 2014 (1 year 1 month)
Hyllilänkatu 15, 33730 Tampere, Finland

* Managing job orders in the database

* Maintain & troubleshoot factory IT equipment (PCs, printers, scanners).

* Install, update & configure industrial software & OS.

* Support network connectivity & assist with server maintenance.

* Provide IT support for production systems.

* Ensure cybersecurity compliance & system security updates.

* Monitor system performance & automate routine maintenance tasks.

_____

Education

Witelon Collegium State University

Bachelor Degree in Computer Graphics, IT · (September 2009 - March 2013)