



Ágoston Reischl

Business Informatics Engineer

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[LinkedIn](#)

Skills

CLOUD NETWORKING

- Hybrid Cloud
- Kubernetes
- Cloud DNS
- VPC connectivity
- VPN
- Cloud CDN
- Load Balancing

IT SECURITY

- Penetration Testing
- IT Audit
- Network Maintenance

IT MANAGEMENT

- Project management
- Vendor management
- Technical Support management

CODING

- HTML
- CSS, SASS
- JavaScript, JQuery
- C#
- SQL
- Excel VBA

Languages

- Hungarian: native
- English: Full professional proficiency
- German: Limited working proficiency
- Spanish: Elementary proficiency

I am an IT professional with several years of work experience in different development, support and management positions; skilled in various fields, from web-design at a small company, through IT Infrastructure management in the hungarian branch of ING Bank, to currently working as a Cloud Engineer for Google, providing premium support on the Google Cloud Platform for Networking products.

After successful completion of my Business Informatics Engineer BA degree at Corvinus University, while working on different fields of IT, I was always passionate about ethical data gathering and processing, since I believe that is one of the key elements of the future of IT.

Experience

2023 January - present | Webhelp | Barcelona

TECHNICAL SUPPORT REPRESENTATIVE, BACKUP SUBJECT MATTER EXPERT

I started working at Webhelp in January of 2023, where I joined a team which solely works for Google, providing technical support for the most premium clients of Google. My area of expertise is networking, so I mainly work with IT professionals to resolve their issues on the Google Cloud Platform, which are related to their cloud or hybrid network.

After 5 months of being in the job, there was an internal opportunity to qualify as a Subject Matter Expert, so I can offer guidance and technical expertise not just in my local colleagues, but for others around the globe as well.

In this job, I have gained valuable experiences in managing stressful customers and resolving technical issues quickly and efficiently, as we are handling highly reputable customers. When something is not working as expected the time we spend on resolving or mitigating the issues can be measured in millions of dollars, which also affects the customers' anxiety level.

As part of the networking team, my main field of work is regarding Kubernetes, Load Balancing, hybrid connectivity, network performance, Cloud DNS, and other networking products.

2021 April - 2023 January | ING Bank N.V. Hungary Branch, Budapest

OPS ENGINEER INFRASTRUCTURE

After being promoted from a trainee position, I became responsible for the maintenance, development and management of the IT Infrastructure of the ING Bank Hungary Branch, which consists of a main office, two data-centers and a DR location.

In this position I had the chance to manage or take part in various projects, such as the office relocation aftercare, network redesign, LCM projects, office Audio-Visual solution implementation, physical security system implementation, etc. My role required me to be in constant contact with vendors, support teams and, of course, local departments.

In this position I worked closely together with the IT Security Officer and the Application Operations team, regarding the network component of any required reports. It also required me to implement security measures for vulnerabilities found in in-house or externally audited penetration tests.

IT INFRASTRUCTURE TRAINEE

As an IT Infrastructure Trainee, I had a significant role in the last phases of an office relocation and renovation project. During the renovation I have represented the IT requirements regarding physical network cabling, for example. I supported projects such as the implementation of audio-visual devices and physical security systems. During my job I was the point of contact for the IT Infrastructure team with my colleagues, with vendors and with our network support staff mainly from Poland and the Netherlands. Due to the pandemic I was the remote hand as well for our network support team, thus I gained experiences in the physical implementation of networks.

2018 March - 2020 August | Web Designer, Utazásrendszer Kft | Budapest

WEB DESIGNER, UTAZÁSIRENDSZER KFT

My key responsibility was to develop and write the code of new websites for travel agencies, according to a chosen design, but also included supporting and communicating with customers. I mainly used the following technologies and code languages:

- CSS, SASS
- JavaScript, JQuery
- HTML
- Bootstrap 3 and 4

Education

2016 September - 2021 January | BA | Budapest

BUSINESS INFORMATICS ENGINEER**Corvinus University of Budapest, Budapest**

I completed my state-founded BA studies in Business Information Technology at Corvinus University of Budapest. During my studies, I was learning coding languages, like C# (for three semesters), SQL, web designer tools (HTML, CSS, JavaScript), Excel VBA, macros and Solver, I have used Tableau and RaapidMiner for BI analytics and data science.

My studies included micro- and macroeconomics, the basics of accounting and corporate finances, alongside business management, as part of the economics block of the BA course.

The courses had strong emphasis on the relation between society and Informational Technology, as well as its impact on people and businesses.

Most of our assessments were focusing on case studies of corporate IT and presentational skills which are required for submitting initiatives and business reports for corporate leaders or private investors.

My thesis was about customer profiling in the traveling industry, with a research focusing on the legal, business and societal issues of developing and using customer profiling systems.

Certifications

June 2023

Google Cloud Certified Associate Cloud Engineer

2023

Completion of Google Cloud Platform related courses

- Google Cloud Fundamentals: Core Infrastructure
- Essential Google Cloud Infrastructure: Foundation
- Multi-Cluster, Multi-Cloud with Anthos
- Getting Started with Google Kubernetes Engine

2023

Completion of courses by the University of Michigan

- Data Science Ethics
- Generative AI Essentials: Overview and Impact

Other activities

2023 July | 282nd place | Hungary

Blue Ribbon Round The Lake Balaton Race

2023 July | 150th place | Hungary

White Ribbon - GeneralCom Race

2022 July | 180th place | Hungary

Blue Ribbon Round The Lake Balaton Race

2016 – 2021 | Hungary

Youth organisation group and camp leader