



# MIKE GUWAK

"Being an experienced IT professional with more than 25 years of practical experience in infrastructure management, system administration and IT service responsibility, I stand for stability, efficiency and high quality standards in IT operations.

I combine strong analytical skills with practical implementation expertise - both in corporate structures and in medium-sized companies. My profile is characterised by independent action, a holistic understanding of IT and a technical flair for dealing with complex infrastructures."

## PROFESSIONAL EXPERIENCE

**Fibrolux GmbH** | Hofheim, Germany

**Senior IT-Systemadministrator** *Since July 2023*

- Responsible for setting up, operating and further developing the entire IT infrastructure
- Introduction of proactive monitoring with Zabbix to monitor business-critical systems
- Maintenance and further development of IT documentation and emergency plans
- Administration of the Microsoft 365 environment with a focus on SharePoint, Teams, Microsoft Defender, Intune and Exchange Online
- Interface function between management, specialist departments and external IT service providers

**SOLVVision AG** | Frankfurt, Germany

**Consultant Infrastructure** *January 2023 - June 2023*

- Supporting customers in the analysis and optimisation of their IT infrastructure
- Processing complex tickets in the area of infrastructure via ServiceNow
- Structuring and evaluation of CMDBs to improve data quality
- Conception and development of virtual data centres for enterprise solutions

**Red Reply GmbH** | Frankfurt, Germany

**IT Service Manager** *January 2021 - December 2022*

- Monthly creation of SLA reports and service desk evaluations
- Support and maintenance of the Oracle ZFS storage systems
- Responsibility for 2nd level support in the context of business-critical applications
- Introduction of standardised support processes based on ITIL

**NECDIS GmbH** | Frankfurt, Germany

**Senior IT Systems Engineer** *July 2019 - December 2020*

- Operation and maintenance of the internal IT system landscape incl. CRM/ERP
- Creation of technical solution concepts for customer projects
- Technical evaluation of public tenders
- Preparation of offers, communication with customers and suppliers
- Coordination with manufacturers and external partners

## PERSON

**Name** Mike Guwak

**Address** Sachsenring 13a,  
65817 Eppstein - Germany

**Phone** + 49 1573 | 764 92 89

**E-Mail** info@mikeguwak.de

**Website** mikeguwak.de

**Born** on 4 April 1971 in Marburg,  
Germany

**Nationality** German

**Marital Status** Divorced, one  
child

## CORE COMPETENCES

- Management & structuring of IT operating units
- Introduction & optimisation of IT service processes (ITIL-based)
- Strategic further development of IT infrastructures
- Creation & maintenance of emergency plans, operational documentation
- Coordination of service providers & external partners
- SLA-/KPI-supported service monitoring
- Interface management between IT & specialist departments
- Analysing & improving internal IT processes
- Design & implementation of technical solutions
- Communication security at all levels
- Public tenders (evaluation & technology)

## CERTIFICATIONS

- **Microsoft Defender - Fending Off Threats**
- **Microsoft Teams, Intune, Sharepoint Online**
- **Zabbix Monitoring - Introduction & Operation**
- **Nginx - High Performance Web Server**
- **Fail2Ban - Protection Against Brute Force Attacks**
- **Veeam Backup & Replication - Compact Course**
- **Microsoft Azure - Basics & Administration**
- **Windows Server 2022 - Administration**

## IT SKILLS

- **Operating Systems:** Windows Server, Linux (Debian, Ubuntu)
- **Cloud & Microsoft:** Microsoft 365, Azure, Intune, SharePoint, Teams
- **Backup & Recovery:** Veeam, Oracle ZFS Storage
- **Monitoring & Logging:** Zabbix, Nginx, Fail2Ban
- **Network & Security:** Firewall configuration, access controls
- **Service & Ticketing:** Jira, Jira SM, Confluence, ServiceNow
- **Scripting & Automation:** PowerShell (basics), Bash
- **Virtualisation & Infrastructure:** setting up virtual data centres

## REFERENCES

Available on request

**bluetelligence GmbH** | Wiesbaden, Germany

**Quality Manager Enterprise Glossary** *February 2019 - June 2019*

- Responsibility for testing the software "Enterprise Glossary"
- Creation of extensive product documentation in a wiki (Atlassian Confluence)
- Support in first level support

**ORACLE Deutschland B.V. & Co KG** | Dreieich, Germany

**Senior Technical Support Engineer** *July 2010 - January 2019*

- Support of the following Oracle products: SL8500, SL4000, SL3000, SL150, L500, L700, SL24/48, StorageTek SAM-FS/QFS software, Solaris
- Fault diagnosis with Remote Support WebEx or SDP2
- Provision of problem isolation and resolution for very complex problems
- Support for possible future problem determination/solution

**Sun Microsystems GmbH** | Langen, Germany

**TSC Engineer CT3** *October 2000 - June 2010*

**GE CompuNet** | Frankfurt, Germany

**System Engineer Support Services** *October 1996 - September 2000*

**Systematics Rhein-Main** | Wiesbaden, Germany

**System Technician** *November 1995 - September 1996*

**Henning Sicherheit GmbH** | Hainburg, Germany

**Energy Electronics Technician** *November 1994 - February 1995*

**Siemens AG** | Frankfurt, Germany

**Energy Electronics Technician - Systems Engineering**

*June 1992 - October 1994*

## EDUCATION

**Siemens AG** | Frankfurt, Germany

**Apprenticeship - Energy Electronics Technician Specialising in Systems Engineering**

*September 1988 - June 1992*

**Konrad-Haenisch-Schule** | Frankfurt, Germany

**High School Certificate**

*1982 - 1988*