

## Curriculum Vitae

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*Nationality:*          *Poland*  
*Date of Birth:*        *08.03.1987*  
*Place of Birth:*       *Tarnów*

### **Education:**

2003 – 2007      Secondary School in Krakow, Poland. Language class.  
2008 – 2011      French Philology at Pedagogical University of Krakow  
2011 - 2016      Study of Applied Psychology at Jagiellonian University in Krakow

### **Experience:**

2017 July - IT Infrastructure Engineer at Sopra Steria Polska.

- Treating incidents/ second level of technical support( Unix, Windows)
- Troubleshooting and resolving detected problems according to procedures
- Server monitoring, analyse of logs, dealing with app-servers, middlewares and others
- Monitoring tools(V-tom, Control-m, Witbe, Isis)

2016 June – 2017 June - IT Analyst at HCL Infosystem Ltd.

- Provide first and second level support and perform other activities based adhering on SOPs/work instructions
- Providing technical support via phone, email, web and Chat for customer and users
- Monitoring the Incident Queue and ensuring that tickets were promptly addressed
- Assign work orders / incidents to appropriate support teams and follow up until closure documented and resolved on time.
- Providing valuable customer service
- Resolving problems via remote control on user's machines
- Managing users' accounts and accesses for different applications
- Outlook troubleshooting (profile configuration issues, resolving .ost and .pst files errors, managing permissions),
- Word, Excel troubleshooting
- Surveillance and managing of incoming e-mails (especially VIP's and SDM's e-mails as well as e-mails from different support groups and end users)
- Escalate complex problem to appropriate support specialists

2013 October – 2015 December Junior Infrastructure Analyst in Capgemini Polska Sp. z o.o.

- Receipt and handling incident tickets. Handle incident tickets based on: Troubleshooting procedure, Production documentation Experience in the area of Unix/Linux Systems or Databases or Network IP equipment.
- Implement requests sent by Level 2 Support Team.

- Report on all events during the shift and inform the next shift about ongoing actions. If necessary, transfer the incident to the Support Team.
- Follow the actions made by all the supports teams and report on alert if no actions are provided.

### **Skills concerning Information Technology:**

Operating Systems: Windows 7, 10 and Linux Ubuntu:

- System Manager: AVG anti virus, Firewalls, Web Servers&Proxy, Usenet News & mails
- Mobile Telecomms( knowledge in telecommunication services)
- Able to prioritise and organise busy workloads
- basic knowledge of Sales-force environment
- Prone to learn new methodology in operating administration system&storage
- Oracle basic knowledge

### **Additionally:**

- working on the problem till find a resolution, what means pursuing to achieve demanded values and goals
- knowing how to use various sources of information in treating incidents
- see new problem as a challenge to learn
- bringing best practices to customer service

### **Languages:**

English - upper- intermediate level(B2)

French - upper- intermediate level(B2)

German - intermediate level(B1)

### **Other Activities:**

2005 - 2006 Participation in the exchange program with Germany (a year).

Driving license.

**Personal Interests:** IT news, modern technology, sport(swimming, jogging), literature, psychology, cats and local tourism, very good cafe

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