

DAMIAN KRASZEWSKI

CURRICULUM VITAE

PROFILE

Currently working as Service Desk Expert (PSE) in Fujitsu, interested in advancing my carrier into more technical position. I am a quick learner, eager to deliver excellent results and solve complex IT related issues in an effective manner.


SKILLS

- Full professional English proficiency
- Service desk / Customer service experience
- Experience working with ticketing and monitoring tools (Service Now, Open search, Oracle portal, AWS)
- Knowledge of managing accounts through Azure, Active Directory
- Familiarity working with various support teams to deliver efficient resolutions

EDUCATION

- **Spółeczna Akademia Nauk - Computer Graphics**
2019 - NOW
- **Leicester College - BTEC Level 3 Extended Diploma in Graphic Design (A Level - Matura)**
2017 - 2019

CONTACT

 786-082-581

 damiankbusiness@gmail.com

EXPERIENCE

- **Fujitsu**

AUG 2021 - NOW

- **Service Desk Expert (PSE)**

- Managing hardware related tickets and their daily progression
- Discussing major issues and call trends on the desk with other support teams to ensure an efficient implementation of the required fixes
- Prioritizing and progressing escalated tickets within the agreed SLA
- Preparing and reviewing knowledge articles regarding hardware and software troubleshooting
- Leading hardware troubleshoot trainings and refreshments for new and existing employees
- Communicating with the engineer team to ensure a meaningful progression during a planned visit
- Supervising 1st line agents, reviewing quality of their work and providing feedback
- Ensuring daily SLA's on the desk are met

- **Service Desk Agent**

- Answering customers' IT related queries in a professional manner
- Inspecting quality of hardware replacement tickets, and arranging engineer visits for faulty devices
- Engagement in various ad hoc tasks
- Working with other support teams to ensure resolution of the issues in a timely manner

- **Netstar S.C.**

JUN 2020 - JUN 2021

Computer hardware service technician

- Customer service, selling products and services to clients, invoicing
- Testing and diagnosing electronic devices
- Repair of electronic devices (hardware & software related) such as laptops / computers / printers / tablets / consoles
- Building computers + installing operating systems
- Solving IT related queries for clients

- **ARGO - Agencja Ochrony Osób i Mienia**

DEC 2019 - JAN 2020

Receptionist with English

- Customer service for clients from abroad
- Collecting and accounting payments