

# EMIL IBRAHIMLI



Warsaw / Poland



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## EDUCATION

10.2021 – 06.2023

University of Economics and Human Sciences in Warsaw - Warsaw / Poland

Master's Degree - IT Management

09.2010 - 06.2014

Azerbaijan State University of Culture and Arts - Baku / Azerbaijan

Bachelor's Degree - International Relations

## WORK EXPERIENCE

07.2022 - present

Fujitsu - Warsaw / Poland

Associate Technical Service Engineer - 2nd Line ( Remote – 24 / 7 )

- Active Directory / Windows server / GPOs, DNS, DHCP, OU, & Azure (Monitoring of User apps and dashboard)
- Remote troubleshooting of Windows 7,10, O365 and its components via Phone, Teams, Outlook, ServiceNow
- SCCM Patching and Remediation activities, Application installation on single devices, Monitoring of Alerts (Tickets)
- Processing of Incidents, Ctasks via ServiceNow due to agreed SLA time (SCCM & Citrix )
- Escalates incidents as necessary to deliver required service level, escalate it to 3rd line / Escalation Mngmnt experience
- Support routine technical issues related to set of Microsoft (MS Office 365) and Windows Operating Systems

03.2020 - 09.2021

Kapital Bank - Nakhchivan / Azerbaijan

Desktop support engineer

- Working in the corporate environment with more than 500 users.
- Providing support to customers (onsite and remote(teamviewer/webex))
- Installation, administration and maintenance of the server(Windows Server 2008/2012, Linux SUSE(basic))
- PC hardware/software installation/troubleshooting (Windows 7/8/10)
- Testing AD/DC changes in the lab (Vmware/VirtualBox)

11.2017 - 02.2020

Nakhchivan Central Post Office LLC - Nakhchivan / Azerbaijan

Junior desktop support engineer

- Providing desktop support to Windows Users
- Solving technical problems of IT system users of the Company (Windows XP/7/8/10)
- Working with the clients via telephone, video conferencing, remote server connections
- Installation, administration and maintenance of the company's Windows Server Operating Systems and applications
- Installation of PC hardware and software Printers, scanners
- Software and Hardware Troubleshooting, Backup and Restore and formatting of Windows OS

09.2015 - 11.2017

Newspaper Agency - Baku / Azerbaijan

IT operator

- Managing website application - updating contents of the website via app administration panel
- Printer and PC support in the Office
- Working with MS Outlook (accepting and responding to the clients)

## SOFTWARE SKILLS

- Windows Server / Active Directory
- ITSM - ServiceNow
- SCCM, Citrix
- Network DNS, DHCP, FTP – installing, configuring
- General knowledge about network TCP/IP, HTTP/HTTPS, VPN, Router
- Virtualization – Vmware, Virtualbox
- Printers – installing on OS, troubleshooting
- Windows 7/8/10/ MS Office 365

## LANGUAGES

English - Fluent  
Turkish - Fluent  
Azerbaijan - Native

## DRIVING LICENSE

B category

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