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Account Manager
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CV_ITFS_Consultant_5959
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ID CONSULTANT	ROLE	AVAILABILITY
5959	IT Network Support Engineer	1 month

PROFILE RESUME

A highly motivated and enthusiastic professional with extensive knowledge of information systems, software and networks. Also possess excellent academic and professional qualifications and extensive work experience with the ability to develop and implement technological solutions to meet business challenges.

Demonstrate excellent written and verbal communication skills, enthusiasm, motivation, and a good team player. Seeking a creative and challenging opportunity where my technical and network skills can be used to provide cutting-edge solutions to complex problems in a dynamic, exciting, and fast-paced environment.

KEY COMPETENCES

Skill	Years	Last used
Network Engineering/support	17	2024
CCNA	-	-

TECHNICAL SKILLS

Windows Server
Linux: Redhat, Fedora
Debian
Databases (MSSQL, mySQL, PostgreSQL, Oracle)
VMware
Hyper-V
CITRIX
Networks: LAN, WAN, WLAN, VPN (Cisco ASA, CheckPoint)
Fortinet proxy
Monitoring tools: Nagios, Zabbix, Grafana, SolarWinds
Automation: Ansible
Applications: Jira, ServiceNow, Service Manager
Testing skills

EXPERIENCE

JN DATA	2017/02 - now
Cloud administrator/ Network engineer (HybridCloud department)	
<ul style="list-style-type: none"> Being a member of Hybrid Cloud mainly responsible for network and server part (Cisco ACI, UCS Manager, ASA). Coordinating daily basis tasks with other team's members in accordance to the project's requirements as well as resolving the current issues. Testing new features in accordance to the customer's requirements. Monitoring the current environment, patching management. 	
CISCO SYSTEMS	2013/07 - 2016/12
Technical Support Engineer (TAC department)	
<ul style="list-style-type: none"> Responsible for a technical support (according to ITIL procedures) of company appliance (using SNMP, ICMP, NMAP protocols and Linux OS) to the external customers (resolving current cases and taking the responsibility of the new deployments). Main activities are handled under customers' production environments usually by remote access (e.g. Webex sessions). 	
AON HEWITT	2011/10 - 2013/06
Technical Systems Analyst	
<ul style="list-style-type: none"> Primarily responsible for providing daily systems support for internal clients (especially Pensions, Finance and Accounts team) and delivery of high quality technical solutions in a timely fashion that meet the specifications provided. The main responsibilities also include ensuring that defects are fixed and technical issues are resolved in accordance with Service Level Agreements. 	
APRISO	2011/05 - 2011/10
Technical Support Specialist	
<ul style="list-style-type: none"> Support customers via phone or e-mail according to Technical support procedures. Resolve problems reported by customers according to Technical support procedures. Develop fixes to small customizations of systems/solutions under the supervision of technical management. Evaluate potential risks and communicates them to Team Leaders and Product Managers. Report regularly, identify and diagnose issues and needs, escalate as far as necessary to resolve the issue. Support customers on-site when necessary. Install Customer test environments or Support tools as directed by Technical Management 	
ADREM SOFTWARE	2009/12 - 2011/05
Support Engineer	
<ul style="list-style-type: none"> Deliver technical support for international customers by email and phone. Cooperate with company's testing team to resolve bugs and support calls. Answer technical questions related to the use of the software. Provide assistance in the installation of company's software and conduct remote system troubleshooting. Provide technical training via Web. 	
UNIMA 2000 TELECOMMUNICATION SYSTEMS	2009/06 - 2009/09
System Engineer	
<ul style="list-style-type: none"> Administration of operating systems: Windows, Linux (Windows 2003/2008 and distributions: Debian, Red Hat) Administrations of all networks using in the company (LAN, WAN, VPN) 	

- Implementation to the customer's telecommunications systems (Avaya, Vocalcom) and providing technical support.
- Assistant with designing ventilation system of building 'GEMOS' in the Bonarka City Center.

ALMAR COMPANY**2009/03 – 2009/06****Computer Scientist**

- Independent position in the company; supervision of all technical equipment and diagnostic possible faults with repairing in short period of time;
- Modernization workstations and servers and all network devices;
- Implementation new IT solution necessary in the company;
- Backup all important data and updating software.
- Using technologies and systems: Windows 2000/XP; Linux (Debian), MSSQL Server 2005, Comarch-CDN; Networks: LAN, WAN(VPN)

LOGICA POLAND**2007/12 – 2009/12****Computer Scientist**

- Administration of LAN, WAN (VPN) networks, servers: www, ftp and operating systems (Windows: 2003 Server; XP; Linux: Redhat, Fedora, Debian), databases (MSSQL, MySQL, PostgreSQL, Oracle), configuration and testing company software, updating Website (CMS), implementation of the company software to clients, technical support.

LANGUAGES**Polish - Native****English – C1****COURSES AND CERTIFICATION****CCNA (Routing and switching; 2010r.)****Redhat RHCSA (RH199) ACI****UCS Manager****UCS Director****ASA firewall****Programming in Python****Course 20745 Implementing a Software-Defined DataCenter****EDUCATION**

Jagiellonian University	Information Society	Postgraduate studies	2008 - 2009
Jagiellonian University	Computer science	MA	2006 - 2008

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