

Bartosz Bartosik

IT Specialist

TECHNICAL SKILLS

Languages& Frameworks	Python, C++, Java, JS, - Basic Knowledge Bash – Knowledge of bash commands PowerShell – Well known Built – at least 50 production-level scripts
Software/Tools	Visual Studio 2012, NetBeans, Eclipse, VIM, Cisco Packet Tracer, WireShark, Adobe Photoshop, Incscap, IT Service Management Tools, AirCrack NG, A lot of Open source Programs for CAD, network analysis, Windows Built-in commands, Unix Built-in Commands, CASDM ITSM System (Administrative Scope), Citrix XenApp and XenDesktop, Oracle Virtual Box, MS SQL Management Studio, SAP, Hyper-V, Dynatrace, Zabbix, Prometheus,
Operating Systems	Windows (XP/Vista/7/8.1/10), Windows Server (2008, 2008 R2, 2012, 2012 R2, SBS) Linux (Debian, Ubuntu Server, Mint, Arch, Redhat, BackTrack (KALI Project), CentOS)
Databases	MySQL, PostgreSQL, No-SQL
Methodologies	CCNA, ITIL, – Basic Knowledge
Others	MS Office with Access,

EDUCATION

2018 - 2020 Wyższa Szkoła Bankowa w Poznaniu, o/Zamiejscowy w Chorzowie, IT Project Management – Master Title

2014 - 2018 Akademia im. Jana Długosza in Częstochowa, Information Technology,

2009 - 2013 Techniczne Zakłady Naukowe im. Gen. Sikorskiego in Częstochowa, Information Technology – Technician Title

LANGUAGES

Polish: Native

English: Fluent

TRAINING

2011 CCNA Cisco Academy w/o Certification

2014 ECDL Core - PTI

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PROFESSIONAL EXPERIENCE

Since 05.2017

PGE Energia Ciepła S.A., Kraków, Poland

IT Analyst

- Full-scope CA Service Desk Manager administration including direct contact with the system developer, reporting problems and incidents with the system core and features using Spira/Jira Tracking Systems
- Ensuring system health and supporting other IT departments in system operations.
- Building support classification.
- Took participation in 4 implementation sprints:
 - Configuration Management (CI and CMDB)
 - Change Management
 - Problem Management
 - Access Control
- Preparing Training sessions for new Employees
- Preparing Training sessions for new Analysts – instructing about the whole CA SDM system.
- Deploying major changes on production and development environment
- Deploying on-demand changes on both environments
- Providing a constant improvements and updates on organizational structure in the system
- Rebuilding GUI, User Experience and improvement of system stability
- Provide hardware / software / network problem diagnosis / resolution via telephone / e-mail for internal end users
- Route incidents and service requests to internal IT support staff
- Coordinate and manage relationships with vendors and support staff that provide hardware / software / network problem resolution
- Use the Call Tracking System to document and manage problems and work requests and their respective resolutions and circumvention's
- Guiding user to solve the issues with and without Remote Desktop connection
- Provide technical Onboarding IT processes. Administer and provide User Access and Exit controls
- Developing an PowerShell scripts to improve automation
- Supporting SAP integration process with given ITSM System
- Basic usage of CA Process Automation Manager (CA PAM) - debugging and improving of system automation (Automatic Requests and Incidents)
- Reporting with raw SQL data - building and analysis of queries and reports for Incident, Request, Problem and Change management
- Preparing overall ServiceDesk efficiency reports
- Active Directory user administration

Technical environment:	Microsoft Windows 7, 8, 8.1 and 10, Microsoft Office 2007, 2010, 2013, Windows Server 2008, 2008 R2, 2012, 2012R2, Microsoft Active Directory, Microsoft Exchange 2007 and 2010, Cisco AnyConnect, CA ServiceDeskManager, Remote Desktop Management, Mobile Iron, PaperCut, DynaTrace Synthetic Monitoring Console, Zabbix monitoring console, PowerShell, PAM, Orchestrator, MsSQL, PostgreSQL, SAP, Oracle VirtualBox, Hyper-V, S4B Server, Sharepoint, AWS EC2 instances
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IT Specialist

08.2015 – 05.2017

HCL Technologies, Kraków, Poland

IT Analyst

- Provide hardware / software / network problem diagnosis / resolution via telephone for customer's end users
- Route incidents and service requests to internal IT support staff
- Coordinate and manage relationships with vendors and support staff that provide hardware / software / network problem resolution
- Administer and provide User Access and Exit controls
- Use the Call Tracking System to document and manage problems and work requests and their respective resolutions and circumvention's
- Guiding user to solve the issues with and without Remote Desktop connection
- Supporting colleagues as "Floor Support" – Local support for other Service Desk agents
- Delivery of XenApp applications

Technical environment:	Microsoft Windows 7, 8, 8.1 and 10, Microsoft Office 2007, 2010, 2013, Microsoft Active Directory users management, Mac OS X, Apple iPad / iPhone (all generations), Microsoft Exchange 2007 and 2010, Citrix Receiver and Online apps, Citrix XenApp, Service Now Call Tracking and Incident Management, BlackBerry Enterprise Manager, Remote Desktop Management, B*Nator BlackBerry management console, Mobile Iron, Lexmark Enterprise Printing Solution, Microsoft BitLocker Administration, RSA Security Administration Tools, VMware vSphere/vCenter, Check Point VPN
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01.2015 – 08.2015

ZIKOM COMPUTER OUTLET, Częstochowa, Poland

Sales Manager

- Sales of Refurbished Computer Hardware
- Building Relationships with Clients
- Building a friendly look of company
- Market analysis

Technical environment:	Windows 7, MS Office, Windows
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04.2014 – 10.2014

Ultra-Gastro S.K Jachimowski, Zawiszewski, Częstochowa, Poland

IT Specialist - INTERNSHIP

- Managing and modernization of e-commerce platforms PrestaShop and Zencart
- Building relationships with clients by the e-commerce platform
- Using and Optimization of MySQL databases
- Debugging and finding a solution of errors in source code
- Building personalized offers for our clients
- Market analysis
- Analysis and realization of sales

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IT Specialist

- Building a friendly look of the company
- Repairing and conservation of PC's and Servers
- Managing and conservation of ISP line

Technical environment:	PHP, HTML5, CSS, MySQL, PostgreSQL, Packet Tracer, Wireshark, Windows/Linux OS
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09.2007 – 09.2008

KOKIS S.C, Częstochowa, Poland

IT Specialist

- Installation and configuration of Microsoft Windows and Linux operating system
- Implementation of services using Windows Server
- Building and Implementation of computer networks using Cisco technologies.
- Hardware and Software service
- Troubleshooting users at 1st and 2nd line support.
- Use of ticket management system HP Service Manager
- Design and implementation of websites using Joomla and WordPress. R&D activities (including preparation of technology stack)

Technical environment:	HPSM, Wordpress, MySQL, PacketTracer, Cisco Hardware
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ADDITIONAL ACTIVITIES / PERSONAL PROJECTS

2018 Hardware Project of a manageable home floral growth control system based on the Arduino unit

Project created for engineer's title defense – "A" grade Completed

Technical environment:	Ardiuno IDE, WIRE, C++, Python, Fritzing, Autodesk Eagle,
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2015 Network Project related to studies activities

Created Project for network of imagined company

Technical environment:	Packet Tracer, MS Visio
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2014 Website of Primary School in Bogumiłowice – Configuration and Layout

Entire Administration, web layout and configuration of Wordpress website for Primary School in Bogumiłowice,

Technical environment:	PHP, CSS, HTML5, WordPress
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2011 Finished CCNA Exploration v4

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