

# BARTOSZ BARTOSIK

## IT SPECIALIST

### CAREER OVERVIEW

Dependable and goal-oriented IT Specialist with 7+ years of experience maintaining in-house IT systems, cloud systems, providing coachings, learning new things and providing comprehensive customer support.

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## ACADEMIC BACKGROUND

### WYKSZA SZKOLA BANKOWA W POZNANIU O. ZAMIEJSCOWY WE WROCLAWIU

Postgraduate - Dev Ops | Oct 2020 - Mar 2021

Postgraduate Cloud DevOps Engeneer studies allows to grant knowledge required to keep continuity of applications working on public cloud enviroments such as Microsoft Azure, Amazon Web Services, Google Cloud Platform and IBM Cloud. As a part of that course we mainly touched topics such as Introduction to DevOps Culture, DevOps Development Process, Continous Integration (CI), Continous Delivery and deployment (CD), Dependency managemnet, a basic of application infrastructure, how to get a relevant continous feedback from monitoring tools, how to develop an devops strategy, Ansible and Terraform IaaS deployment and automation.

### WYKSZA SZKOLA BANKOWA W POZNANIU O. ZAMIEJSCOWY W CHORZOWIE

Master in Management - Junior Project Manager Specialization | Oct 2018 - Mar 2020

The use of Project Management instruments and techniques at every stage of the project. Planning project projects, implemented in accordance with the company's strategy and controlling the process of its implementation. Building a project plan and its monitoring system, and developing a project budget. Planning effective structures and basics of project team management.

### AKADEMIA IM. JANA DLUGOSZA W CZESTOCHOWIE

Bachelor of Science in Engineering (Computer Science) | Oct 2014 - Feb 2018

The Bachelor of Science in Computer Science (BSCS) program focuses on the concepts and techniques used in the design and development of advanced software systems. Students in this program explore the conceptual underpinnings of Computer Science -- its fundamental algorithms, programming languages, operating systems, and software engineering techniques. In addition, students choose from a rich set of electives that includes » data science, computer graphics, artificial intelligence, database systems, computer architecture, and computer networks, among other topics. As with the introductory sequence, these advanced courses stress "hands-on" learning by doing.

## WORK SUMMARY

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### HSBC KRAKÓW, POLAND

Production Support Engineer | Subject Matter Expert | May 2021 - present

- Support analysis and resolution of KYC Suite
- Cooperation with Developers Team in bug submission and root cause analysis
- Preparing support team wide SQL tools for monitoring and resolving issues
- Monitoring and analysis of existing and legacy KYC processes
- Building an comprehensive documentation for all the other support colleagues
- Performing analysis and resolution of issues related with compliance processes
- Coordinate and manage relationships users
- Monitoring system health and proactive support
- Keeping an high availability of the correct customer support
- Taking an responsibility of the support process providing users an RCA / ETA of the issues
- Cooperating with external Validator companies
- Monitoring application error logs and incident/problem ticket queues
- Ensuring continuity and quality by providing the resolution of issues
- Tracking progress and escalating as appropriate unless resolution reached, providing support over EMEA / AMER / LATAM / APAC / MENA regions
- Gathering an user feedback for the issue resolution
- Providing comprehensive support related with customer KYC Screening process from beginning to very end, exception handling and providing resolution as Subject Matter Expert

### TECHNICAL ENVIRONMENT:

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Jira, Confluence, TPAM, CASDM, Oracle SQL Developer, Splunk, APPDynamics, SNOW

## WORK SUMMARY

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### INEXTO S.A. KRAKÓW, POLAND

IT Support Analyst | Feb 2020 - Jul 2021

- Support analysis and resolution of Track & Trace software for one of the biggest T&T companies worldwide – mainly Tobacco T&T Repository support – Inextrack
- Cooperation with Developers Team in bug submission and root cause analysis
- Preparing support team wide SQL tools for monitoring and resolving issues
- Preparing and rebuilding an structure of the item hierarchy according to pre-defined client based TPD / FCA / FCTC Act guidelines
- Preparing tools for Encoding and Decoding GTIN / EPC / GS1 / SSCC codes using external API and ODBC functionalities
- Building an comprehensive documentation for all the other support colleagues
- Preparing Training sessions for new Analysts
- Coordinate and manage relationships with vendors and support staff that provide hardware / software problem resolution
- Monitoring system health and proactive support
- Being a part of self-organizing teams to review and resolve and complex issues related with the TPD / FCA / FCTC Act changes
- Keeping an high availability of the correct customer support
- Taking an responsibility of the support process providing users an RCA / ETA of the issues
- Preparing and injecting correction Json's / XML's messages over multi-step validation interfaces
- Cooperating with external Validator companies
- Monitoring application error logs and incident/problem ticket queues
- Ensuring continuity and quality by providing the resolution of issues
- Tracking progress and escalating as appropriate unless resolution reached, coordination of support between teams based in Poland, Spain and Colombia
- Gathering an user feedback for the issue resolution
- Participating in development sprint's
- Managing API message queues
- Debugging and execution of some pre-created LinQPad Scripts/Apps
- Requesting an managing Access to the customer infrastructure (Like DB's and VM's) for Polish support team.
- Making sure that everyone from the Polish team have all the required accesses granted on both Inexto and Customers side.
- Assisting Developers team to prepare more complex tools for the support / test team
- Keeping contact with Test team to provide specific problems to be verified globally
- Holding an Knowledge Manager role
- “Extinguishes fires and crises ” a.k.a supporting customer on the highest priority /severity issues

### TECHNICAL ENVIRONMENT:

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Freshdesk, SQL Management Studio, Grafana, Postman, QueueExplorer , JIRA, Json and XML composing, MySQL, Azure Storage Explorer, LinqPad,

## WORK SUMMARY

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### PGE ENERGIA CIEPŁA S.A., KRAKÓW, POLAND

SIT Analyst | May 2017 - Feb 2020

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:

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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

## WORK SUMMARY

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### HCL TECHNOLOGIES, KRAKÓW, POLAND

SIT Analyst | Aug 2015 - May 2017

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:

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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

### ZIKOM COMPUTER OUTLET, CZĘSTOCHOWA, POLAND

Sales Manager | Jan 2015 - Aug 2015

Sales of Refurbished Computer Hardware

- Building Relationships with Clients
- Building a friendly look of company
- Market analysis

#### TECHNICAL ENVIRONMENT:

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Windows 7, MS Office, Windows

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## WORK SUMMARY

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### ULTRA-GASTRO S.K JACHIMOWSKI, ZAWISZEWSKI, CZĘSTOCHOWA, POLAND

IT Specialist - INTERNSHIP| Apr 2014 - Oct 2014

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

#### TECHNICAL ENVIRONMENT:

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MiPHP, HTML5, CSS, MySQL, PostgreSQL, Packet Tracer, Wireshark,  
Windows/Linux OS

### KOKIS S.C, CZĘSTOCHOWA, POLAND

IT Specialist| Aug 2007 - Aug 2008

- 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:

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HPSM, Wordpress, MySQL, PacketTracer, Cisco Hardware

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## **ADDITIONAL ACTIVITIES / PERSONAL PROJECTS**

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**2020**

Comparative characteristics of project management methodologies in IT environments  
Project created for Master's tittle defense - "A" grade Completed.

**2018**

Hardware Project of a manageable home floral growth control system based  
on the Arduino unit Project created for Engineer's tittle defense - "A" grade Completed

### **TECHNICAL ENVIRONMENT:**

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Ardiuno IDE, WIRE, C++, Python, Fritzing, Autodesk Eagle

**2015**

Network Project related to studies activities, Created Project for network of imagined company

### **TECHNICAL ENVIRONMENT:**

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Packet, Tracer, MS Visio

**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:**

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PHP, CSS, HTML5, WordPress

**2014**

Finished CCNA Exploration v4 course

### **LANGUAGES**

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Polish: Native  
English: Fluent

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## TECHNICAL SKILLS

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### LANGUAGES& FRAMEWORKS

Python, C++, Java, JS, C# - Basic Knowledge  
Shell Script, Bash, PowerShell - Well known Built - at least 50  
production-level scripts  
Arduino WIRE, LaTeX

### SOFTWARE/TOOLS

Visual Studio, VS Code, NetBeans, Eclipse, NP++,  
Adobe Photoshop, Inkscape, Corel  
IT Service Management Tools (SNOW, CASDM, Freshdesk), CASDM ITSM  
System (Administrative Scope), HPSM  
Fusion360, Autodesk AutoCAD  
MS SSMS, DBeaver, HeidiSQL  
Cisco Packet Tracer, Wireshark, Dynatrace, Zabbix, Prometheus,  
Grafana, AirCrackNG  
Docker, Kubernetes, Bhyve,,Hyper-V, VMWare Workstation, Citrix XenApp  
and XenDesktop,  
Postman, QueueExplorer, Azure Storage Explorer, RabbitMQ  
SAP, Git

### 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, KALI Linux, CentOS,  
ChromeOS)  
BSD (FreeBSD, OpenBSD)

### DATABASES

MySQL, PostgreSQL, No-SQL, MariaDB

### METHODOLOGIES

CCNA, ITIL, Scrum, Agile, Waterfall, PMI

### OTHERS

MS Office with Access, Json and XML composing

### CLOUD

GCP, Azure, AWS

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