

KAMIL MAZUREK

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CS STUDENT | IT CONSULTANT | CLOUD COMPUTING ENTHUSIAST

A young and driven IT specialist currently pursuing my degree in Computer Science with a specialization in Cloud Computing Technologies, I'm passionate about leveraging technology to solve real-world problems. In addition to my studies, I work as an IT Consultant, providing daily support to users, helping them resolve computer issues, troubleshoot software and hardware problems, and ensure smooth system operations.

PROFESSIONAL EXPERIENCE

Support Online Sp. z o.o.
IT Consultant

August 2024 - Present

In my role as a Remote IT Consultant/Support, I provide first-line and second-line technical assistance for end-users in a 24/7 rotating shift system. This position allows me to tackle technical challenges and offer efficient solutions to users worldwide.

Key Responsibilities:

- Offering remote support for end-users and resolving issues
 - Troubleshooting workstation problems on both Windows and Mac systems
 - Installing, configuring, and maintaining peripheral devices (printers, scanners, cash registers)
 - Administering O365/M365, email hosting (home.pl, nazwa.pl), and Active Directory
 - Resolving email delivery issues
 - Monitoring network devices using CheckMK and responding to outages
 - Handling and tracking requests via JIRA, phone, and email
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INTERNSHIPS

IKEA

August 2022 - September 2022

Software Developer Internship - Erasmus+

As part of my Erasmus+ internship at IKEA, I had the opportunity to collaborate remotely with two other interns, working closely under the guidance of a mentor. Together, we developed a powerful data scraping and analysis tool that automates monthly data updates and allows users to filter and analyze information seamlessly.

RatujLaptopa.pl

July 2022 - August 2022

IT Technician Internship

During my internship at RatujLaptopa.pl, I gained hands-on experience in hardware repairs and learned how to effectively work with clients. It was a great opportunity to dive into technical troubleshooting and customer service.

ANTSOF Krzysztof Antczak

February 2022 - March 2022

Software Developer Internship

During my internship at ANTSOFT, I learned the Flask framework, the fundamentals of GitHub, and gained insight into the working environment of a software developer. I was introduced to the software development process and how to effectively use version control systems to collaborate with a team.

SoftCream Software

July 2022 - August 2022

IT Support/Manual Tester Internship

During my internship at SoftCream Software, I gained valuable hands-on experience in software testing, creating documentation, and troubleshooting. I also learned how to resolve software issues and perform minor hardware repairs.

EDUCATION

Akademia WIT Bachelor of Engineering - Computer Science (Cloud Computing Technologies)	2023 - Present
Zespół Szkół nr 36 im. Marcina Kasprzaka IT Technician Degree - Technik Informatyk	2019 - 2023

SKILLS

Technical Skills:

- Operating Systems (Windows, macOS, Linux)
- System Administration (O365/M365, Active Directory, Entra ID, CheckMK, Microsoft Intune)
- Networking
- Hardware Support (Troubleshooting, peripheral device configuration, hardware diagnostics)
- Automation (Scripting and automation of repetitive tasks using PowerShell, Python, and other tools)
- Virtualization (Experience with Proxmox, and Hyper-V for creating and managing virtual environments)

Soft Skills:

- Effective communication with clients and end-users (remote and onsite)
 - Team collaboration and mentoring
 - Time management and multitasking
 - Adaptability and Attention to detail
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CERTIFICATES

INF.03 Tworzenie i administrowanie stronami i aplikacjami internetowymi oraz bazami danych CKE - Centralna Komisja Egzaminacyjna	April 2023
INF.02 Administracja i eksploatacja systemów komputerowych, urządzeń peryferyjnych i lokalnych sieci komputerowych CKE - Centralna Komisja Egzaminacyjna	August 2022
CCNAv7: Introduction to Networks Cisco Networking Academy	June 2021
IT Essentials: PC Hardware and Software Cisco Networking Academy	October 2020

LANGUAGES

Polish	Native
English	B2/C1

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