

Bohdan M

Senior IT Service Manager

SUMMARY

- Served as IT Application Administrator at Deloitte, performing database server installations, system monitoring, and maintenance of enterprise applications in both on-premise and cloud environments.
- As IT Support Analyst at Magellan Aerospace, managed the IT HelpDesk Team, administered the network and the CRM system, and executed hardware and software updates in a Windows Server environment.
- Functioned as a Specialist in FTTH Networks at Orange, overseeing FTTH, WLAN, LAN device installations, and managing a team dedicated to fiber optic signal measurements.
- Engaged as Database Support Specialist at TNEU, handling data entry, IT environment supervision, and configuration of network devices and workstations.
- Fluent Polish
- Upper-Intermediate English
- Ready for relocation

TECHNICAL SKILLS

Main Technical Skills	ServiceNow API
UI Frameworks, Libraries, and Browsers	CSS, HTML
Databases & Management Systems / ORM	SQL
Deployment, CI/CD & Administration	Active Directory
Third Party Tools / IDEs / SDK / Services	Excel, Office 365
Platforms	Joomla
Web/App Servers, Middleware	Microsoft Windows Server, Windows Server
SDK / API and Integrations	ServiceNow API
Other Technical Skills	ISupport

WORK EXPERIENCE

IT Application Administrator, Deloitte (Poznan)

MAR 2022-Today

- Performing database server installations, documentation, and testing;
- Monitoring, diagnosing system health issues through use of monitoring tools, alerts, CPU/memory/storage management, log reviews;
- Installing, upgrading and maintaining enterprise applications on-premise and in Cloud as member of the 2nd level support;
- Proactively identifying and responding to events impacting IT systems and applications;
- Providing support to other technical IT teams within Deloitte Central Europe Business Services Center;
- Cooperating with Deloitte Central Europe Business Services Center leaders and global IT teams.

IT Support Analyst, Magellan Aerospace (Mielec)

- Managing IT HelpDesk Team.
- Coordination of the team
- Fulfillment of orders for new equipment and contact with the service
- Providing ongoing IT support to company employees in the field of proper operation of computer applications and devices.
- Preparation of computer equipment for users.
- Basic diagnosis, servicing, and repair of devices.
- Installing the software.
- Reporting occurring problems.
- Supervision and operation of the CRM system (ISupport, ServiceNow)
- Administration of the network.
- Tracking, saving, and managing the backup system, rotation, and storage of removable media.
- Support for printers, scanners, document centers, and multifunctional devices.
- Managing Active Directory objects.
- Preparation of documentation, analyzes, and reports
- Management and ongoing service work, including software and hardware updates Windows Server environment

The Specialist in FTTH Networks, Orange (Gdansk)

SEP 2016 - MAY 2019

- Installation of FTTH, WLAN, and LAN end devices
- Managing installation team of 3 person
- Performing fiber optic signal measurements with the use of meters of Fiber optic connections



Database Support Specialist, TNEU (Ternopil)

SEP 2015 - AUG 2016

- Entering data into the system (database of the national institution on education) including: filling in profiles, help in adapting the database to the client's needs, and activities corrective in case of system failures.
- Supervision of IT environments
- Remote user support using dedicated tools
- Configuration of network devices and workstations

Education

Computer Networks and Systems Engineer

Ternopil National Economic University | 2011-2016

Certificates

Skills of tomorrow (Digital Marketing) | Google

Practical course "SQL for everyone" | Udemy

Microsoft Windows Server 2016 | Altkom Akademia | 11.2021

MS Excel 365 - Beginner and Intermediate Training | Udemy, 365 Careers | 10.2021

MS Excel 2019 - Good practices and solutions. | Altkom Akademia | 10.2021

E.13 Designing local computer networks and network administration | District

Examination Commission in Kraków | 08.2019

Certificate Microsoft Technology Associate: 98-366 Networking Fundamentals | Microsoft | 06.2019

Basics of HTML, CSS, Joomla | Evgeniy Popov | 10.2014

