

- Supported enterprise-scale VoIP infrastructure and Apache web servers (two application teams), ensuring operational integrity through regular certificate renewals.
- Performed RCAs and t-shooting in a bilingual German environment.
- Managed patch installations, configurations, and updates of system components on Linux and Oracle SQL databases.
- Monitored performance metrics, system connectivity and component functionality with TrueSight and Dynatrace, ensuring high availability.
- Streamlined ITSM workflows and documentation within HP Service Manager, coordinated for approvals and implementations.
- Administered user roles in Avaya Genesys.

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## SKILLS

- **Cloud Computing:**  
Azure (FW, GW, VM), OpenStack, VMware ESXi Hyper-V, Amazon: WorkSpaces, S3, AWS CloudTrail
- **Virtualization:**  
VMware, Oracle VirtualBox
- **Containerization:** Docker, k8s, OpenShift
- **Scripting & Automation:**  
Python, Bash, PS, jq; AI prompting
- **OS:** Linux RHEL, CentOS, Fedora, Ubuntu, Kali: navigation & files, permissions, ACLs (get/set), processes, UID/GID/PID; (Windows Server, IIS)
- **Monitoring & Diagnostics:** Zabbix, ELK, AppDynamics, Dynatrace, TrueSight
- **Networking:** CCNA-level concepts, Wireshark, subnetting, TCP/UDP, port scanning (nmap), iptables
- **Security:** IAM (AD, Entra ID), PAM (CyberArk), CyberChef (en-/decode, 0x00), cryptography (a-/symmetric, hashing), YARA, VPN (Forti, Cisco, openvpn), Postman/Burp Suite/curl, SIEM (Splunk), msfvenom, nc, gobuster, nikto, Apache LFI, proxy/reverse proxy (nginx)
- **CI/CD:** GitHub Actions, Jenkins
- **Version Control:** Git (Visual Studio)
- **Database:** SQL RDB (MySQL, Oracle), NoSQL (Redis), KQL, DQL (obsidian.md)
- **ITSM Tools:** Atlassian, Remedy, HPSM, ServiceNow, Salesforce

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## CERTS & COURSES

- 05/2025 • **PRINCE2® Agile Expert** (Version 2), PeopleCert
- 04/2025 • **ITIL® Practitioner**, Monitoring & Event Management, PeopleCert
- 01-03/2025 • **NIS2 Academy: Cybersecurity Manager Course**, MoyaZone
- 12/2024 • **PRINCE2® Series: Mastering Project Delivery**, PeopleCert
- 11/2024 • **OffSec Crash Course**, Accenture
- 05-11/2024 • **Google Cybersecurity Certificate**
- 11/2024 • **PRINCE2® Series: Mastering Project Priorities**, PeopleCert
- 10/2024 • **Productizing Customer Programs**, EverAfter University
- 10/2024 • **ITIL® Series: Practice Guides**
- 06/2024 • **ITIL® Series: AI in ITSM**
- 04/2024 • **ITIL® Foundation**, PeopleCert

## WORK EXPERIENCE

### Technical support engineer (customer success)

Chyron – Brno, Czech Republic (remote) – full-time employment 12/2020 - 04/2022

- Monitored 40+ servers using Zabbix, Grafana across two data centers.
- Managed server administration and maintenance, including storage, package updates, and system upgrades for Linux CentOS, Windows file servers, VMware ESXi hypervisors, ELK Stack clusters, MySQL database cluster, and Zabbix servers.
- Applied configuration changes using Python regex and ensured compliance with best practices for migrating changes to test and production environments.
- Troubleshot issues for EMEA and US teams and acted as the primary German Point of Contact.
- Managed Customer Success and ITSM processes through Salesforce.
- Documented procedures and solutions in Confluence and G-Suite.
- Acquired certifications and developed expertise in proprietary programs such as CoachPaint, Paint, PRIME, CAMIO, WeatherSuite, RAID technology, and graphics hardware.

### OpsTech IT engineer

Amazon – Prague, Czech Republic (hybrid) – full-time employment 07 - 09/2020

- Acted as the German Point of Contact, providing remote support for B2B and B2C clients, including onsite IT and customer assistance.
- Configured and troubleshot personal workstations (Windows, Mac) and provided support for printers, scanners, and mobile phones.
- Managed passwords, accounts, and groups in AD & Group Policy.
- Delivered security awareness training to users, assisting with use cases such as anti-virus, firewall rules, encryption (BitLocker), VPN.
- Monitored performance, tuned systems, and automated tasks using Events, Scheduler, Sysmon, Procmon, PowerShell scripts, and company-wide patch management policies.

### Network engineer

NTT – Prague, Czech Republic (hybrid) – full-time employment 04/2019 - 06/2020

- Diagnosed network issues, including hardware, software, power, and communication problems, primarily for Cisco technologies.
  - Provided L1 technical support and managed daily operations, including BH/OBH on-calls, acting as the German Point of Contact.
  - Conducted technical specifications revisions, Root Cause Analysis, and maintained documentation in the ServiceNow Knowledge Base.
  - Managed ITSM workflows in ServiceNow.
  - Monitored client infrastructure using Cisco Meraki dashboards, tracking access point capacity, network performance, devices.
  - Collaborated on network changes and upgrades.
  - Studied CCNA Routing & Switching: IoT, security basics, network structure, network types, (wired) connections, packets, packet analyzers (Wireshark, tcpdump), protocols, subnetting.
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