



**KONRAD JAWOWSKI**  
IT Specialist

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- 1988-04-17

**SKILLS AND COMPETENCES**



**FOREIGN LANGUAGES**

- English – B1/B2
- German – A2

**DUTIES AND RESPONSIBILITIES**

I possess a skills in the use of Active Directory, Exchange and Cisco. I am familiar with configuration of network devices. At work, I try to find innovative solutions. I try to learn users, create instructions and automate repetitive work. I want to constantly develop and become better every day.

**WORK EXPERIENCE**

07/2024 - now

**Euro Holding Sp. z o.o.**

**Application Administrator**

- IT support for companies Euroholding, SkyEstate, Hektor, DooSoft, Bironomax, Bironodrzew, ZPW, CBZ
- Administration of Microsoft 365 (management of user accounts, e-mail boxes, archiving, purchasing and assigning licenses, viewing logs)
- Active Directory administration (creation of user accounts, archiving of accounts, assigning rights)
- Creation and archiving of e-mail boxes belonging to the home.pl and domena.pl panels
- Administration and management of the company's activities and ESET Cloud Office365 Security - whitelists and blacklists, quarantine
- Administration and management of company numbers in T-Mobile (activation and deactivation of numbers, activation and deactivation of packages, creation of consumption reports)
- Administration of the access control system CDTAG Ltd and KDSYSTEM Manager (management of people traffic, issuing of cards, granting of authorisations, creation of reports)
- Content editing on company websites in WordPress
- Backup and update of Raku SQL Firebird
- Managing network folders, granting rights
- Support for NAS servers, e.g. Ceph, and backup recovery from network drives using File Station
- Management of print servers and printers
- Support for Helpdesk ticket management application Zammad
- Keeping records of computer hardware and software
- Installation and configuration of computer hardware
- Carrying out minor hardware maintenance repairs
- Contacting suppliers, preparing quotations and ordering IT equipment (computers, telephones, printers and towers, VC kits and other peripherals)
- Implementation and testing of new videoconferencing kits

03/2024 - 06/2024

**Euro Holding Sp. z o.o.**

**IT Specialist**

- IT support for companies Euroholding, SkyEstate, Hektor, DooSoft, Bironomax, Bironodrzew, ZPW, CBZ
- Management of company numbers in T-Mobile
- Administration of the access control system CDTAG Ltd and KDSYSTEM Manager
- Active Directory Administration
- Content editing on company websites in WordPress
- Raku SQL Firebird update
- Support for Helpdesk ticket management application Zammad
- Keeping records of computer hardware and software

04/2023 - 03/2024

**Gessel, Kozłowski Kancelaria Radców Prawnych i Adwokatów Sp. z o.o.**

**IT Specialist**

- Administration and monitoring of servers and Microsoft Windows Server systems
- Administration, configuration and monitoring of Microsoft family tools (Office 365, Azure, Exchange, Sharepoint, Teams)
- Creating document management websites and managing permissions using Microsoft Sharepoint Online
- Administration and configuration of corporate Samsung phones, iPhones using Mobile Device Management (MDM T-Mobile)
- Administration and entitlement management: Active Directory, Intune, Kluser Lex
- Protection against spam, viruses, trojans, phishing attacks and unwanted content using SpamTitan
- Administration, monitoring, troubleshooting of printers - Canon, Epson, Xerox, HP
- Administration of data backup and archiving using Veeam Backup & Replication
- Administration and assistance with video conferencing using Microsoft Teams
- Administration and troubleshooting of accounting software i.e. Symfonia, Platin (including database migration from MS Access to MS SQL)
- Administration of a company website using WordPress
- Proficient knowledge operation system Windows 11, Windows 10, Android, iOS
- Diagnose and resolve problems related to IT systems and hardware
- Participation in IT implementations

02/2020 - 03/2023

**Rymars, Ziort, Gosiński, Her i Inżynieria sp. z o.o.**

**IT Support Specialist**

- Providing IT support on 1-3 line for end user on site
- Exchange Online administration: create a new mailboxes, distribution group, shared mailbox, delegate access to mailbox and calendar, spam management, configure anti-phishing policies in EOP, message tracking logs
- Cisco Unified CM Administration
- Using Active Directory and Exchange in command line Powershell
- Manage local Active Directory
- Windows Server: configuration print server with all printers in company
- Creating folders on network drive
- Creating programs and scripts in AutoIT (e.g. printers, map a network drive, clear all credential manager)
- Video Conferencing administration using Cisco Webex and Microsoft Teams
- Deployment and testing Microsoft Teams Calling
- Cisco Jabber
- Service tickets in ticketing system Jira Service Desk
- Document Management and administration using iManage Work 10, iManage Share, Druva InSync
- Manage password manager: LastPass
- Manage conference room booking system: Evolve Liss
- Manage Druva Backup
- Computers configuration and data migration
- Mobile phones (iPhone and Samsung) configuration
- Troubleshoot hardware: notebooks, PC, monitors, mobile devices, Cisco IP phone, network printers, cables in rack stack
- Troubleshoot software: Windows 10, MS Azure, MS Office, Microsoft 365, Adobe PDF, Change PRO, IOS, Android, Global Protect - VPN
- Replacing computers and laptops parts, cleaning fan and changing thermal paste on CPU and GPU
- Company number management and operator contact
- Creating technical instructions

11/2019 - 01/2020

**Well Global & Mangas Pwiel Rymars sp. z o.o.**

**IT Support Specialist**

- Providing IT support on 1-3 line for end user on site and remote access using Bomgar Remote Desktop
- Troubleshoot hardware: notebooks, PC, monitors, mobile devices, Cisco IP phone, network printers, cables in rack stack
- Troubleshoot software: Windows 10, Azure, MS Office, Office 365, Adobe PDF, IOS, Android, Citrix, iManage Desktop 9 with Change Pro, Sharepoint, Global Protect - VPN, Cisco TMS
- Registering problems in ticketing system - ChangeGear
- Backup all files to migrate on new computers
- Creating technical instructions

05/2018 - 10/2019

**Clifford Chance, Janicka, Krutowski, Namotkiewicz i wspólnicy sp. z o.o.**

**IT Specialist**

- Active Directory Administration - create and edit accounts
- Exchange Management Console Administration - create and edit mailboxes, distribution group, mail contact
- BlackBerry UEM - managed device users
- Sharepoint, MS Office / Office 365 - troubleshooting and add document permissions
- Adding network printers on Print Server
- Citrix Sharefile - store and share files
- RSA Secure Logon Administrator - assign hardware and software tokens for users and troubleshooting
- Remedy Service Now - create and resolved incidents
- Matter Team Manager by Intapp - access management for matters and members
- Xerox - repair and changing supplies in printers, Xerox, Order printer supplies
- Troubleshooting for Windows 7 , 10, issues with connect to Cisco AnyConnect
- Installing Windows software on PC
- Access permissions to files and folders
- Troubleshooting for phone: Samsung, iPhone, BlackBerry
- Create AutoIT scripts with Softie to automate work in company
- Create scripts in Powershell

04/2014 - 04/2018

**Orange Polska S.A.**

**Senior Technical Support Officer**

- Diagnose and repair issues (T1/L2) in technology: BGP/IGMP/IPv6/IPv4/VLAN/DSL/Damback/Metro/Ethernet on 2nd line support to business customers
- Configuration routers and switches Cisco, Huawei, Digi, Comtrend
- E-mail and phone contact with the customer
- Exercise applications in the system and their timely execution using BMC Remedy IT Service
- Support for network monitoring applications - Cacti
- Creation and edition articles using MediaWiki

02/2014 - 03/2014

**Sąd Okręgowy w Warszawie ul. "Solidarności" 127**

**Helpdesk Support**

- Technical support for employees on 1st line (1000 persons)
- Software installation and court programs: PeCoart, Curanda
- Device configuration
- Exercise applications in the system and their timely execution using ServiceDesk

01/2012 - 03/2014

**Hedltask s.c.**

**Graphic / Designer**

- Taking measurement reports of real estate in the Application: Floorplanner.com using models of Microsoft Excel, Word
- Perform 2D and 3D models buildings

04/2011 - 03/2011

**Prochem S.A.**

**Practice IT Support**

- Installing the operating system
- Configuration PC
- Software installation
- Replacement of components in computers
- Resolving Users issues

10/2010 - 03/2012

**UNIGA Towarzystwo ubezpieczeń S.A.**

**Practice IT Support**

- Installing Windows system on all PC
- Connect configuration computers
- Software installation
- Data Back Up
- Resolving IT issues in Company

**EDUCATION**

10/2017 - 05/2018

Warsaw School of Information Technology WIT in Warsaw

Post-graduate studies in the field of telecommunications and networking

10/2010 - 04/2015

Cardinal Stefan Wyszyński University in Warsaw

Full-time programme in the field of computer science, the degree awarded: master of science

10/2011 - 10/2015

Cardinal Stefan Wyszyński University in Warsaw

Full-time programme in the field of environmental engineering, the degree awarded: engineer

10/2007 - 05/2010

Cardinal Stefan Wyszyński University in Warsaw

Full-time programme in the field of exact sciences with major in applied computer science, the degree awarded: bachelor of science

**CERTIFICATES**

04/2023

JIRA Basics by INPROGRESS

04/2022

PeopleSoft DevOps Fundamentals by INPROGRESS

04/2022

UML OCPP2 Foundation by INPROGRESS

04/2022

Trainer's Academy Foundation by INPROGRESS

04/2022

The Secrets of Effective Team Management by INPROGRESS

07/2022

Basics of Project Management by INPROGRESS

07/2022

Management 3.0 Fundamentals Online Workshop by INPROGRESS

04/2022

AgilePM Foundation by INPROGRESS

04/2022

Practices to support self-management over time by INPROGRESS

04/2022

ITIL 4 Foundation by INPROGRESS

04/2021

MS-500 Microsoft 365 Security Administration by SOFTTRONIC

04/2021

MS-101 Microsoft 365 Mobility and Security by SOFTTRONIC

04/2021

MS-53268 Microsoft Power Automate for End Users by SOFTTRONIC

07/2021

AZ-104780 Microsoft Azure Administrator by SOFTTRONIC

04/2020

MS-10997 Office 365 Administration and Troubleshooting by SOFTTRONIC

07/2014

Security clearance level: "Confidential"

**INTERESTS**



Profile created in the automated data being processed by companies named for the purposes of complying with applications for the records maintained under reference number 01/00001 s.c./