

Mateusz Kaczyński

Previous Position: **Service Desk IT/ESS Specialist**

Company: **DHL Express (Poland) Sp. z o.o.**

Location: **Warsaw**

Work Mode: **Hybrid**

Employment Period: **2023/03 - 2024/04**

Total Tenure at DHL: **over 8 years**

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Previous Responsibilities Included:

- **Hardware Request Analysis and Resolution:** Addressing issues with devices not turning on, emitting suspicious sounds, overheating, damaged screens, malfunctioning components such as ports, connectors, docking stations, non-working headsets, external or internal cameras, devices damaged by liquids or drops, network laser printers not functioning, thermal printers losing network configuration including WiFi, damaged LAN ports, audio-video systems in conference rooms (projectors, speakers, microphones, external cameras, RX-TX extenders), Jungheinrich mobile stations, Digital Performance Dialogs mobile stations (Android), hardware component replacement (fans, RAM, motherboards - less frequently care packs, disks).
- **Software Request Analysis and Resolution:** Handling failed updates, system function issues post-unsuccessful updates, improperly deployed system images, non-functioning system features (e.g., taskbar, start menu, system search), corrupted registry files, user account damage, policy and task synchronization and refresh issues, desktop application failures, inappropriate or overly burdensome system configurations, system clogs due to cache files, backup, driver and BIOS updates, UEFI tests, Citrix login sessions, Avaya Software configuration, non-displaying camera images, microphone malfunctions across various applications, issues with Crestron software including no response to room separation, unsupported Optoma-Crestron interface, ClickShare communication failures, secure erase, Android device clearance after employee use.
- **Analysis and Resolution of M365 Office Apps Related Requests:** Commonly involving profile issues, rules, private settings, Exchange connectivity in Outlook Desktop, macros and libraries in Excel (mscrlib, Microsoft Common Control 6.0, JSON, ODBC Connector, JS and Python plugins, undisclosed test programs), OneDrive synchronization, SharePoint data access and synchronization, issues with connecting to databases in Power Bi Desktop, system default mail program absence, login failures due to credentials.
- **Network-Related Problem Analysis and Resolution:** Frequently dealing with VPN, proxy, private home WiFi, disconnections from corporate WiFi during conferences or client calls, lack of coverage in certain parts of corporate buildings, slow internet connections, network limitations due to account authentication, incorrect network configurations for external accounts including BYOD issues, malfunctioning APs, switch issues, patch panel, Cisco Secure Firewall.
- **Installations:** Comprehensive device setup for employees, migration to new hardware, system resource management, development and analytical environment setups for employees (Anaconda, MSSQL, PyCharm, Power Bi Gateway, project dependencies installation), DHL EGAP application installations with hardware dependencies, complete warehouse station setups including equipment assembly and cable management, software and dependencies, unit configuration testing, collaboration with internet service providers and electrical port installation companies, mobile Jungheinrich WMD station preparations including battery function and built-in component checks like surge protectors, LTSC preparation for server or network purposes, professional environment configuration on Android and iOS including employee account authorization, platform installation, M365 Office and DHL EGAP applications installations.

- **AD Management:** Password resets, adding/removing permissions, providing information on user lists, BitLocker, maternity leave, management (CRUD) of shared mailboxes, distribution lists, security incidents.
- **Typical Service Desk Linear Work:** Creating tickets on behalf of users, amending their tickets to add mandatory information, reviewing their tickets, documentation work, conducting trainings, creating instructions and KBs, generating emergency tickets, working under time and circumstance pressure, creating or amending procedures, supporting team colleagues, supporting second-line colleagues, executing second-line commands, participating in bridge calls, bug sessions, supporting home-office users on the hotline, on-site support, HyperCare during company events and VIP visits.
- **Participation in IT Projects:** As a knowledge enhancement and creation of own tools such as PowerShell scripts for AD work automation, developing web tools using TypeScript to facilitate daily repetitive tasks.

Personal Projects: Digital PD, ASSETS Inventory, Knowledge Base, Time Card, Vehicle Loading Report, VIP Visits in Poland, Customer Service Point Launch

Education: Secondary / **Interests:** VDI, Programming in Js/Ts, IT Security, Linux Ubuntu

Foreign Language: English | B1

Additional Links:

- **Personal website:** <https://www.ehalluks.com/>
- **GitHub:** <https://github.com/eHalluks> & <https://github.com/eHalluks-APT28>
- **LinkedIn:** <https://www.linkedin.com/in/it-support-for-you/>
- **Discord:** <https://discord.com/users/985147018840256516>
- **Programming Certificate:** tyt.: Programista JavaScript (XL) - <https://www.alx.pl/certyfikat/mateusz-kaczynski/d6d05d8062ff45d7b5be64709a06076d/>

Additional Information:

- **Driving Licence:** Category B
- **Residence:** Warsaw

Employment History:

TUZ Ubezpieczenia | 2010 - 2013: Sprzedawca produktów ubezpieczeniowych

TUnŻ & TUIR Warta S.A | 2013-2014: Agent Ubezpieczeniowych

OKNOMAR | 2013-2014: Montażysta, Pomiarowiec, Przedstawiciel handlowy

Darwina.pl | 2014-2015: Sprzedawca, Manager sklepu

KONE Sp. z o.o | 2019: Pomocnik monter a dźwigów

RAJA (Rajapack Sp. z o.o) | 2020-2021: Koordynator strefy wysyłki detalicznej

MAAN Sp. z o.o | 2021-2022: Koordynator strefy przyjęć

PGS Sp. z o.o | 2021-2022: Operator wózka wysokiego składowania

A detailed description of each position can be found on my website <http://ehalluks.com>