Mateusz Kaczyński

Previous Position: **Service Desk IT Specialist**

Company: **Dentons Europe Dąbrowski i Wspólnicy sp. k.**

Location: **Warsaw**

Work Mode: **On-site**

Employment Period: **20.05.2024 - 05.07.2024**

Total Tenure at Dentons: **~month**

Phone: **0048 535 233 318**

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Responsibilities Included:

- **MIMECAST** - Analysis of quarantined messages containing suspicious attachments or content. Deciding on the release of suspicious messages. Tracking emails in cases related to lost email reports.

- **CoreView -** Monitoring the status of devices migrated from Ivanti to Intune Company Portal. Processing security procedures related to theft or loss incidents, as well as standard requests. Scope of actions included logging out from all active user sessions, disconnecting the account from Intune, disconnecting the account from MS Authenticator, changing the APPLE ID password, resetting MFA, and setting auto-reply for employees who ended their employment or were on extended leave.

- **Active Directory(ADUC) -** Performing basic administrative tasks such as deleting AD-Computers, changing passwords, enabling/disabling AD-User accounts, and moving devices to different OUs.

- **iManage -** Basic diagnostics (check in/check out files, caches, searching), MS Word app crashes, locating lost documents downloaded locally due to iManage Work Agent/Web session freeze.

- **M365 Outlook/OWA/Mobile** - Support with issues related to profiles, calendars, add-ins, email searching, view settings, enrollment to Intune from Ivanti. Assistance with non-standard problems.

- **SharePoint ETAM -** Managing, assigning, removing, lending equipment, status monitoring.

- **Hardware support -** Support with non-functional docking stations, monitors, printers, WiFi connectivity issues, Ethernet problems, interrupted MS Teams mobile meetings, preparing computers for sale, workstations for new employees, daily conference room checks including:

  - Microsoft WiDi,
  - Apple AirPlay,
  - Table HDMI,
  - VC room PC,
  - Logi Swytch.

- **Conferences -** Support during events for non-functioning infrastructure including connectivity, microphones, and video.

- **iPhone -** Preparing equipment, returning equipment, migrating to new devices, support for Intune Company Portal, preparing contact backups, screen protector replacements, diagnosing issues of spontaneous factory resets.

- **User trainings -** Training users on the use of MS Outlook OWA, MS Outlook mobile, and web browsers.

Equipment: Printers: [HP, Canon], Notebook PCs and Desktops: [Dell], Monitors: [Dell], Docking stations: [Dell], iPhones: [11, 12, 14, (iOS 17.5.1)], Tickets [Fresh Service], Passwords [Delinea]

Personal achievements:

- Automating part of the conference room checking process by preparing a PowerShell script for bulk printing.
- Preparing a script to search Windows 10 for files (primarily MS Word) saved as a result of critical program failures, operating system crashes, or unintentional shutdowns without saving.

Previous Position: **Service Desk IT/ESS Specialist**
Company: **DHL Express (Poland) Sp. z o.o.**
Location: **Warsaw**
Work Mode: **Hybrid**
Employment Period: **03.2022 – 04.2024**
OTotal Tenure at DHL: **over 8 years**

Scope of responsibilities:

- **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 (mscrollib, 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.

Equipment: Printers: [HP, ZEBRA], Readers and scanners: [ZEBRA], Notebook PCs and Desktops: [HP], Monitors: [HP], Docking stations: [HP], Smartphones: [Samsung, Huawei], Tickets [Service Now]

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 montera 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**