



PIOTR MURACKI

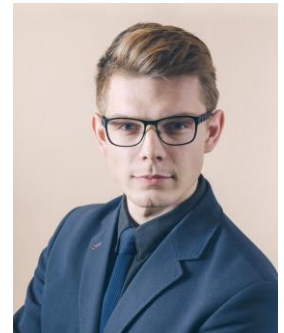
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ABOUT YOURSELF

I am open minded, firm and determined. Self education in new technologies business area gives me a lot of pleasure. I also like to have honest and loyal people around me whom I can trust. I can think "out of box" and I easily adapt in a new environment. My intent is to have a constant, stable work on the technical - Information Technology position. I bet on a personal and professional development in this area of IT.

My 3 main strengths are: acquiring and forwarding knowledge, the skill to organize work, loyalty.

INTERESTS

- **professional:** security solutions, penetration tests, operating systems - Microsoft, Apple OS X, OpenSource – Linux (Arch, Centos), cloud computing AWS/Azure, procedures and operations supported by new technologies, O365, IT networks, websites and web applications, enterprise - datacenter class equipment, ICT management, MDM solutions, market news – ICT solutions and useful tools, IoT devices
- **private/hobby:** long-distance running, cinema, movies, music, meetings with friends, cooking

EDUCATION, COURSES, PRIVILEGES

- **06.2015:** ETS TOEIC® Certificate of Achievement (Test of English for International Communication) English TOEIC® Reading and Listening Academy of Finance and Business Vistula
- **09.2011- 04.2012:** Computer Science at the Warsaw School of Information Technology under the auspices of the Polish Academy of Sciences (interrupted studies)
- **09.2008- 05.2011:** High School, military profile at the Conglomerate of Schools under the name of Casimir the Great in Mińsk Mazowiecki
- **English:** C1/ C2, advanced
- **Spanish:** basic
- **German:** basic
- **Portuguese (Brazil):** basic
- **Driving license cat. B:** from 18.11.2010
- **First aid course:** from 2010

IT SKILLS & KNOWLEDGE

- **CompTIA A+ (220-901):** covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues
- **CompTIA A+ (220-902):** covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X and Linux. It also addresses security, the fundamentals of cloud computing and operational procedures
- **software/ utilities:** office suites Libre, Open, Microsoft Office, Adobe Photoshop CS2-6, CorelDraw, Blender, LanDesk, RDP, PowerShell, PuTTY, Hypervisors (Xen, Virtual Box, oVirt, Vmware Player), and many others (...)
- **"After hours" – Freelance Services - WEBNER®:** includes the development, implementation and maintenance of websites, web applications and web solutions; cooperation based on a predetermined model, stages and rules <https://webner.pl>

CERTIFICATES

- **ETS Global B.V.**
 - The TOEIC Listening and Reading License 188236
- **Schenk Institute**
 - Building the relationships with customers License 37568
- **DELL EMC System Engineer - Technical**
 - Workstation Credential 2018
 - Core Client Credential 2018
 - Server Credential 2018
- **DELL EMC Sales**
 - Workstation Credential 2018
 - Data Center Portfolio Credential 2018
 - Core Client Credential 2018
- **Amazon Web Services**
 - AWS Business Professional
- **DataCore Software**
 - 2017 DataCore Certified Sales Professional (DCSP)
- **Hewlett Packard Enterprise**
 - HPE Sales Certified - Selling HPE Solutions HPE2-E68
 - Selling HPE Storage Products and Solutions
 - Selling HPE Server Products and Solutions
 - Selling HPE Networking Products and Solutions
 - Selling HPE Enterprise Solutions HPE2-E65
 - HPE Sales Certified - Enterprise Solutions 2016
- **Palo Alto Networks**
 - Accredited Sales Expert, Licencja (ASE 2014-9)
- **F5 Networks**
 - F5 ACCREDITED SALES PROFESSIONAL License F5 Sales Accreditation Assessment v2
- **EMC**
 - Sales: Technologies 2015
 - Sales - Converged Infrastructure VSPEX BLUE 2015
 - Sales - Converged Infrastructure VSPEX 2015
- **Bull, an Atos Company**
 - Bull - Bullion S 2/4/8/16 - authorized sales training
 - Bullion S in practice - authorized technical training Certificate allowing to perform warranty repairs bullion S2 and S4 series servers
- **losstech GmbH**
 - sanXaler Sales Professional (XSP)
 - sanXaler Certified Expert (XCE)
- **CybraryIT (E-learning)**
 - CompTIA A+ (220-901)
 - CompTIA A+ (220-902)
- **Alantec, License - Certificate no. 1051+52/2017**
 - Architect of the structured cabling systems
 - Installation Engineer of the structured cabling systems

AREAS OF PROFESSIONAL EXPERIENCE

IT, applications implementation, sales, customer service, project management, team management, solutions consulting, creating procedures and organizational changes, supervising the service & support department, administration of the ServiceDesk system, technical support – remote/on-site, sharing responsibilities (2-person) of a management of the MS Azure/MDM/Intune platform for over 40,000 users, graphics, e-marketing, running own business, realizing yourself as a Freelancer - WEBNER® consider IT – services rendered as additional/ after full-time job (evenings and during the weekends), includes the development, implementation and maintenance of websites, web applications and web solutions; cooperation based on a predetermined model, stages and principles; contract of mandate or specific-task contract



WORK EXPERIENCE

IT Systems and Solutions contract of employment May 2019 July 2019	Service Delivery Manager main responsibilities: overseeing the support & service department and implementing the application for a company internal work organization and service management. Office work, inside position in organization focused on analysis, proposal and changes under the direct supervision of the Company's Board Management; basic tasks: processing service requests, supervising the work of engineers and architects, verifying worked hours of service teams, creating service reports for clients, maintenance of service continuity, supervising response/ repair time - SLA and also watching over contractual penalties; project/system implementation: the challenge was to automate internal processes streamlining organization work and procedures affecting various departments. The analysis, conversations and internal meetings allowed to propose the right software to deploy. 3 roles in the project: business analyst, system architect and implementation engineer
Datacenter Solutions contract of employment May 2018 March 2019	Technical Support Engineer main responsibilities: sharing responsibilities of a management of the Microsoft® Azure , cloud computing platform and inside services like Microsoft Intune which comes with other components of the MDM solution (for a total of over 40,000 users); technical analysis of order inquiries , building solution configurations for current company's projects; IT Outsourcing System Engineer for onsite and through remote technical support Key Account Manager (until September 2018) main responsibilities: sale over services, equipment and IT solutions, customer care , project management, processing of order inquiries, verification of technical specifications, trade negotiations with manufactures/distributions/customers; technologies areas: IT equipment, Backup, Cloud / Office 365, Microsoft, Datacenter, Network solutions, IT environments migrations and integrations; work with customers based on partnership with manufacturers: DellEMC, HPE, Microsoft, Veeam, Sharp, OKI
Ipsa Sp. z o.o. contract of employment May 2017 April 2018	Sales Manager & Administrator main responsibilities: sale of IT solutions, products and services; administration of local servers/systems (CRM, billing program, backup, mail, administration of an external company's hosting; company website, MS O365 administration, also AWS / AZURE platforms, Linux installations for company's customers (per h in the form of a service)); workmates support: Microsoft solutions implementations, office/work application configurations and company accesses, remote support (TeamViewer / AnyDesk); technologies areas: Datacenter, Security, multimedia rooms, cryptocurrencies, storage, networks, HCI systems; work with customers based on partnership with manufacturers: DataCore Software, Lenovo, Sophos, E-auditor, Samsung, DellEMC, IBM, Allied Telesis, Netgear, Dlink, TPLink, Huawei, Fujitsu, HPE
Grupa Trecom HQ Office, Warsaw B2B co-operation November 2015 April 2017	Account Manager main responsibilities: stand-alone sales position , active establishing new business relationships, customer care, project management, order processing, goals achievement and appropriate representation of the Group; technologies areas: Core Network, LAN, WLAN, WAN, Security Solutions, Data Center, Collaboration Solutions (audio visual communications), Storage, Servers, Backup & Disaster Recovery, IT Services, Monitoring solutions- eg. Trecom Network Operations Center, Innovation and Training Center; work with customers based on partnership with manufacturers: Cisco Systems, Supermicro Computers (own initiative), Dell & EMC, Hewlett Packard Enterprise (HPE), eSecure Secure Visio, Palo Alto Networks, SolarWinds, NetApp, F5 Networks, Fortinet, Vmware, Veeam, Extreme Networks, Brocade, Arista Networks, Hedvig, Simplivity, DataCore, Radware, Fujitsu, Huawei, Riverbed
IT CaaS Piotr Muracki sole trader, own business November 2015 August 2017	IT Consultant „IT Consulting as a Service“ main PKD of conducted business activity: 62.02.Z – Consulting activities in the field of Computer Science. The other PKD's: 62.01.Z; 62.03.Z; 62.09.Z; 63.11.Z; 63.12.Z. note: currently continuation of projects for Customers through the alias WEBNER® considerate IT – Freelance services: development, implementation and maintenance of websites, web applications and web solutions; cooperation based on a predetermined model, stages and principles; form of collaboration - contract of mandate or specific-task contract
Ipsa Sp. z o.o. B2B co-operation May 2016 March 2017	IT Support main responsibilities: IT administrator of local servers & Internal systems (CRM, invoicing app, backup, mail server); employees/ user support: Windows installation, application configuration and access, remote support, data recovery; administration of the company's external hosting; website development and management
Ipsa Sp. z o.o. contract of employment December 2013 October 2015	Sales Manager Storage & Server Solutions main responsibilities: sales position – selling IT equipment and software, external communication & new business & marketing; processing orders, representing the company on meetings with customers and at industry conferences, creating customers offers, setting solution specifications, researching customer needs, b2b meetings with customers, building industry relationships; close co-operation with LossTech SanXaler GmbH, company's website, creating graphics and document templates, e.g. letterhead, business cards, invitations; technologies areas – storage & server solutions, virtualization, datacenter, client equipment, licenses
LossTech GmbH on behalf of the Ipsa Sp. z o.o. May 2014 November 2015	Sales Representative on Polish Market main responsibilities: external communication & new business – meetings with customers and prospective partners, presentations of solutions, matching series and specifications to received inquiries, close co-operation with the manufacturer's employees in English; technologies areas: storage solutions, i.e. Flexible storage systems in the Software Defined Storage (SDS) category, virtualization platforms, VDI, converged infrastructure and private cloud
Energa Obrót S.A. contract of mandate September 2013 December 2013	Sales Representative main responsibilities: salesman of electric energy in Warsaw, work door2door; daily sales trainings, NLP; self-controlled daily preparation of the action plan plan to achieve the objectives; work only in commission system
Studio Kodak Express contract of employment May 2011 September 2013	Photographer, lab technician, salesman, graphic designer, IT support main responsibilities: Working using Nikon & Canon cameras and accessories, digital image processing, photographic reproductions; Operation of machines Minilab Frontier 350, Fuji SP2000; direct customer service and the cash register, create own advertising graphics, Including photo prints, mugs, calendars, leaflets, posters, advertisements, t-shirts, pillows; also company network administration, maintenance of machines and devices
Other positions	Little Pink Dress Polska (Graphics in 2015-2016); Ekwoś Hotel Mińsk Mazowiecki (Graphics, webmaster, marketing in 2013); Restauracja Osteria (Bartender / waiter in 2011); Restauracja Polska Różana (Waiter in 2011) one-time projects and web development (contracts of commission) are not exchanged