

VIKTOR MADARASZ

IT On Site Services Analyst

Nationality:
Hungarian

Residence:
Madrid, Spain since 2008

Employment

TETRA PAK (2017.SEPTEMBER-)

I am an Onsite Analyst (Deskside Support) for Tetra Pak's main office in Arganda del Rey with a user base of close to 800 and around 40-45 Field Engineers working at Clients sites being supported remotely. I am part of a group of 3 analysts in total working towards both individual and team KPIs

I am being involved in local and global projects, Incidents and Service Requests amongst general Onsite Services Analyst duties.

DONNELLEY FINANCIAL SOLUTIONS (2015.SEPTEMBER- 2017.SEPTEMBER)

I was working as an IT Onsite Support Engineer for the company's head office for Language Solution Department in Madrid.

My role was a mixture of the following roles and responsibilities:

- being the Desk side support engineer for the 175 users onsite while also serving as a Remote Support Engineer for around 70-85 users in the remote offices / working from home.
- Working together with Corporate IT in London also fulfilling certain roles as 1st - 2nd line IT Service Desk Analyst for the Language Solutions department for their Incidents, Service Requests and Change management (Local Scope)
- New Hire Process / Leavers Process from start to finish from an IT point of view.
- Routine maintenance tasks in and around the communications room onsite (servers,switches,firewalls,racks)

A brief summary of some of the technologies / solutions / applications I worked and was involved with:

- Active Directory
- Peerlink
- Symantec Endpoint Management Solution - Altiris
- MDT Deployment
- PDQ Deploy and PDQ Inventory Applications
- XXCOPY

BNP PARIBAS - UK CLIENT SERVICE DESK (2014-2015.AUGUST)

I started as 1st Line Service Desk Analyst at BNP Paribas UK Client Service Desk, underwent intense 2 - 3 weeks training in the company's headquarters in London City.

After a demanding 4 months showing both technical and customer service skills while meeting the challenging KPI expectations, I have been promoted to 2nd Line Service Desk Analyst position for Trading and Non Trading Support

Working as 2nd Line Service Desk Analyst I had more time to solve and investigate deeper issues/incidents which could have not been solved on the 1st Level because of more complex technical and/or a more time consuming comparison/investigation of the problem were necessary which includes but not limited to:

- Checking credential/permission issues on various platforms
- Checking missing dependencies of Applications/Deployments
- Compare the case against a template user
- Investigate with the help of Personally and Company created knowledge base articles
- Check against known problems and Past incidents (Knowledge base)
- Liaise with 3rd Level Support for more complex issues

A brief summary of just some of the technologies / solutions I supported:

- 2nd line- trading support for 1600 traders for Equities /Derivatives/Commodities /FI
- Primary support for Operating Systems Windows 7, Citrix /Wyse, HVD, VMWare, Notes
- Outlook 2010, Office 2002/2010 (mainly excel issues), IE 9 Firefox, Excel API addins,
- Java
- Market Data :-Bloomberg API Reuters Eikon, ,Messenger ,Terminal, Ecowin. RMDS, Tibco
- RV
- EBS -Broking application, ICAP Credits, Tullets, Tradition, (Citrix Web Interface)
- Trading application, FXT, FXT connect, Revolutions FX, Dealogic, Star, Soho, SohoLite,
- Deal manager, Tradeweb, WASP, ONCA, ION trading , other in house web based applications
- Mobile technology: BYOD Good, iPad/iPhones, BES Blackberry
- SCCM and SMS deployments, Goverlan remote connect

PAGEGROUP (2013-2014)

I worked as a Level 1 IT Support Specialist for Northern Europe region at PageGroup International Service Desk.

The daily tasks include but not limited to:

- User Management - AD (Newcomers,Leavers,Division Change)
- Telephony VOIP
- Mail Server - Exchange Server
- Citrix Access Console and Citrix Published Desktops
- Print Servers
- Incident handling and resolving
- Incident escalation and Problem solving
- Creating and Reviewing IT Technical Documentation and Company Procedures

FRACTALIA REMOTE SERVICES (2013)

I worked as a Level 1 IT Support Specialist on national and international projects for the SOC Security working with:

Various Monitoring Systems (Pandora FMS,HP Openview,Site Scope,Sentinel Nice)

Network Backup Solutions (Symantec Veritas Netbackup)

Maintenance and routine tasks with Linux/Unix Servers and Services (Apache/Tomcat)

GRUPO SMS (2012-2013)

I worked as a Level 1 IT Support Specialist on National and International projects, giving IT Support to its Clients via Remote Connection and Over The Phone mostly in English and also in Spanish languages

Some of the Clients:

- NH Hoteles International
- Nutrexp
- Groupama
- Grupo Zena
- Nutrexp

PREVIOUSLY:

I was working in London before moving to Spain for approximately 1 year.

Prior to that I was living in Hungary where i also finished my studies and I worked there for a couple of years before deciding to finally move to abroad

Education

UNIVERSITY:

GABOR DENES UNIVERSITY, HUNGARY (2002-2003)
NOT GRADUATED // UNFINISHED STUDIES
STUDIED AS IT TECHNOLOGY SPECIALIST

HIGH SCHOOL:

ENDRE ADY HIGH SCHOOL, HUNGARY (1998-2002)
HIGH SCHOOL DEGREE
MAIN FOCUS ON ENGLISH & IT

Skills & Interests

LANGUAGES:

Fluent in English & Spanish Native in Hungarian

SKILLS:

Level 1 - 2 IT Support Specialist
Office & Outlook
Lotus Notes
Result Oriented Approach
Mac & iOS Support
System Administration
Organisation&Communication skills
Commitment
Windows & Linux,MacOS

INTERESTS:

Homelab
Virtualization
Servers
Networking
Mac & iOS
Linux/*NIX
SCCM 2012 R2
Software Packaging
IT Automation