

VIKTOR MADARASZ
System Administrator

Nationality:

Hungarian

Residence:

Madrid, Spain since 2008

Employment

SHADOW ROBOT (2020.SEPTEMBER-)

I work as System Administrator & Test Engineer for Quality Control for Shadow Robot.

TETRA PAK (2017.SEPTEMBER-)

I worked as a Deskside Support Analyst for Tetra Pak`s main office in Madrid with a user base of 800 users on site and 50 Field Engineers working remotely. General duties of incidents and request fulfillments were performed using an ITSM Ticketing System following ITIL practices in a multinational and multicultural environment. I partake both in local and global projects with focus on Networking, installation and replacement of switches, routers, access points and additional network devices. Most network related troubleshooting was handled by me via ssh into Cisco switches and using single pane of glass portals like Cisco Prime or Solarwinds Orion while liaising with Network and Unified Communication's team overseas.

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

I was working as an IT On Site Support Engineer for the company's head office for Language Solution Department in Madrid. I was taking care of around a 175 users on site and around 85 users working remotely.

Change Management on a local scope and many times being both 1st and 2nd line Analyst roles were part of the daily routine. I did maintenance tasks, racking and installing new equipment and retire old ones in the server room which included occasional troubleshooting working with remote teams as well. Using Active Directory I was part of the New Hire / Leaver processes making sure the user and computer accounts were correct and keep those records up to date. I deployed and packaged some of the locally required software in the office including maintenance scripts for computers with the help of PDQ Deploy and PDQ Inventory applications

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 challenging KPI expectations, I have been promoted to 2nd Line Service Desk Analyst position for Trading and Non Trading Support desks.

Working as 2nd Line Service Desk Analyst I had more time to solve and investigate deeper technical and complex issues and incidents where a deeper understanding and a broader skill set was required in IT.

Issues with permissions or credentials,missing dependencies to successful application deployment on client machines were just a few examples of complex incidents and problems at BNP. An extensive use of both personal and corporate knowledge base of past incidents and know-how with additional liaise with 3rd level teams were mandatory most of the cases for a quicker and agile resolution

PAGEGROUP (2013-2014)

I worked as a Level I. IT Support Specialist for Northern Europe region at PageGroup's International Service Desk which included the handling and resolution of user's Incidents/Problems using an ITSM Ticketing System. I was in charge of User Management using Microsoft's Active Directory and also to Create or Modify Group Mailboxes and Mailing Lists with Microsoft's Exchange Console. I also had to create IT Technical Documentations and Procedures as well.

FRACTALIA REMOTE SERVICES (2013)

I worked as a Level I. IT Support Specialist on the company's domestic and international projects for the SOC Security team working with Various Monitoring Systems (Pandora FMS,HP Openview,Site Scope,Sentinel Nice) escalating and handling alarms in the monitoring systems, handling basic routine tasks and simple maintenance with both Network Backup Solutions such as Veritas Netbackup and Linux/Unix servers such as restarting services like Apache httpd or Tomcat or checking if a cron job successfully ran or not.

GRUPO SMS (2012-2013)

I worked as a Level I. IT Support Specialist on domestic and International projects providing remote support to clients such as NH Hoteles using a plethora of support tools while also handling incidents over the phone.

Education

High School:
Endre Ady High School, Hungary (1998-2002)
High School Degree

Languages:

Fluent in English & Spanish
Native in Hungarian

Skills:

Level 1 - 2 IT Support Specialist both Remote and On Site
Microsoft Office
Networking (Routers,Switches)
Result Oriented Approach
Mac & iOS Support
Systems Administration
Organization & Communication
Commitment