

● Senior Systems Engineer ●

Experienced Senior system administrator in Multinational & Multicultural Environments

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Summary

A Hungarian born IT Professional who lived in Spain for over 14 years and worked in the IT Sector for over a decade. I held various positions from Global Service Desk Analyst Level I & II to Senior System Administrator. I feel comfortable both in and out of the Server Room. My focus and expertise lie in System Administration and Networking which I also do as a hobby having a 42U Rack myself full of equipment to serve as my home lab. I can bring together this passion with years of experience on the field to transform it to value to any company no matter how big or small it is.

Key Strengths

- **Experienced Linux & Windows System Administrator** comfortable both in Microsoft Windows and Linux environments.
- **Experience in Cloud Administration** supported and worked with both Microsoft Azure and Google Cloud technologies. Ready to learn and experience the rest of them out there.
- **Experienced working in multinational and multicultural environments** throughout my carrier I worked for many European and International corporations while living abroad. I speak English, Spanish and Hungarian languages and use them at work.
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Achievements

- ✓ Took part of planning and building the foundation of the company's Azure infrastructure for future growth and modernization. Laid out and launched projects to move parts of the critical business core architecture to this private cloud (Radius Server, Backup Domain Controller, Fortigate SSO Server, etc.)
- ✓ Established Veeam Backup and Replication as the company's centralized backup solution replacing an archaic tape library system. Backed it with Local Synology NAS storages on premises as well as Azure Blob Storage on Azure cloud as part of a per Site Scale Out Repository.
- ✓ In less than a year transformed a lot of physical servers into virtual machines and old hypervisors got replaced with modern virtualization platforms backed by the manufacturer's warranty resulting a 60% reduction on the amount of physical servers.

Professional experience

Senior Systems Engineer – Everbridge Inc.

Corporate IT Infrastructures – Full Remote

2022 September -

I work as a Senior Systems Engineer for Everbridge Inc. being part of the Corporate IT Infrastructure team in a Full Remote position.

A small team of 3 people including myself, we oversee and manage the whole corporate IT infrastructure for the company for all of their locations including in the United States as well as in EMEA and Asia regions.

Taking lead in projects such as migrating on premise virtualized infrastructures to the cloud, companywide Veeam Backup and Replication management and improvement or on site infrastructure upgrades and shutdowns during maintenance windows.

Meanwhile corporate training tools such as LinkedIn Learning and Pluralsight make sure I can embrace new cloud platforms (to me) like AWS.

Senior System Administrator – Geesinknorba Group

IT Department – Madrid, Spain

2021 June - 2022 September

I worked as a Senior System Administrator for GeesinkNorba Group being part of the IT Infrastructure team including my colleague and I.

- Plan, install, solve problems and support physical (on premise) and virtual servers, including the ones on Azure Cloud, for the purpose of ensuring reliability of systems and services across the company.
- Plan, install, solve problems and maintain email and directory systems providing appropriate user-authentication and management.
- Analyze, identify and correct technology issues, resolve operational issues and restore services.
- Document procedures and troubleshooting techniques related to systems, software and hardware; develop and review documentation.
- Act as a liaison to vendors and technical-support to resolve complex problems.
- Coordinate and implement corrective measures that may involve site visits, telephone assistance or remote management.
- Work on Infrastructure related projects both on premise and on Azure Cloud
- Advise and assist in the development of policies and procedures
- Monitor and maintain software licensing, documents, and records for the purpose of ensuring compliance with policies and standards.
- Contribute to plans, implement and maintain backup and DR procedures to ensure rapid recovery for mission-critical systems, and services.
- Provide input to the Technology Roadmap when requested – assisting with research and design of new technology solutions where applicable.
- Proactively involve P1/P2 incident calls and uphold for SLA compliance, incident management & Root cause analysis

Linux System Administrator - Shadow Robot

IT Department – Madrid, Spain

2020 September - 2021 March

I worked as a System Administrator for Shadow Robot.

During my day to day responsibilities I was the system administrator for a few Linux servers, mostly Debian based which ran a couple of services (openvpn, svn, cron and others).

- I performed weekly backups on these systems together with routine maintenance tasks when it was required.
- I handled the company's email flow with Google Workspace's admin console and their Microsoft 365 licenses for their Microsoft Office Applications.
- Remote management was done via SSH or Teamviewer's Management Portal. Bitdefender Central's Gravity console was used for antivirus under Windows/Linux/Mac.
- Remote KVM tools and UPS were in place to ensure remote support and continued service for critical infrastructure in case of a momentary loss of power.
- End user support was done by me with a user base of around 60 people working from home and remote offices.
- Provided these users with training courses on various topics like Introduction to Linux, Cyber Security Awareness or how to use certain company specific software and applications that were prepared and hosted by myself.

Deskside Support Analyst - Tetra Pak

IT Department – Arganda del Rey, Spain

2017 September - 2020 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 took part 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.

IT On Site Support Analyst - SDL Plc (Previously RR Donnelley)

IT Department – Madrid, Spain

2015 September - 2017 September

I worked as an IT On Site Support Engineer for the company's head office for Language Solution Department in Madrid.

- I took care of around 175 users on site and around 85 users in the home office.
- Change Management on a local scope and on many occasions both 1st and 2nd line Analyst roles were part of the daily routine.
- I did maintenance tasks, racking and installing new equipment and decommission 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 while keeping 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.

Service Desk Analyst Level I & II - BNP Paribas

UK Client Service Desk – Madrid, Spain

2014 January - 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 a 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 liaison with 3rd level teams were mandatory in most of the cases for a quicker and more agile resolution.

IT Support Specialist – Page Group

Northern Europe Region – Madrid, Spain 2013 January - 2014 January

I worked as a Level I. IT Support Specialist for Northern Europe region at Page Group's International Service Desk which included the handling and resolution of user's Incidents/Problems using an ITSM Ticketing System.

- I oversaw User Management using Microsoft's Active Directory and had 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.

IT Support Specialist - Grupo SMS / Fractalia Remote Services

IT Department – Madrid, Spain

2012 January - 2013 January

at Fractalia Remote Services

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.

at Grupo SMS

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

Education

High School Degree – Endre Ady High School , Nagyatad, Hungary 2002

Linux Basic Course 20h - Instructor Lead Course Completion 2013

Microsoft AZ-104 Azure Administrator - Instructor Lead Course Completion 2022

Speex Language Assessment: English - B2.2 – 2022

Instituto Cervantes Language Assessment: Spanish - B2.1 – 2023

Other

- Fluent in English and Spanish . Native in Hungarian