

KRZYSZTOF KASZUBA

CONTACT

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Antwerpen

Driving Licence: Category B

[Portfolio](#)

[GitHub](#)

[LinkedIn](#)

SKILLS

Technical Support & Systems

- Remote IT Support (AnyDesk)
- Ticket Management (Jira / ServiceNow)
- Incident Analysis & Bug Reporting
- Windows Server Administration
- Office 365 Support
- Hardware Maintenance & Repair
- User Onboarding & Technical Setup

Software & Tools

- C# / UnityEngine
- Version Control (Git)
- Adobe Photoshop / Illustrator
- Audio / Video Editing
- Oracle SQL Troubleshooting & Querying

Web Development

- HTML5 / CSS3 / JavaScript
- Bootstrap / Tailwind CSS
- WordPress Management
- Digital Publishing
- Website Deployment

LANGUAGES

- Polish — Native
- English — C1

EDUCATION

COLLEGE OF ECONOMICS AND COMPUTER SCIENCE, KRAKÓW

B.Sc. Computer Science and Econometrics
Specialization: Game Development
10.2018 – 10.2022

GLOKER POST-SECONDARY SCHOOL

Diploma: Graphic and Multimedia Design
09.2017 – 07.2018

COMPLEX OF PRINTING AND MECHANICAL SCHOOLS, KATOWICE

Technical Diploma: IT Technician
09.2013 – 05.2017

PERSONAL PROFILE

IT Support Specialist with experience supporting 50,000+ users in international, remote-first environments. Skilled in incident resolution, system troubleshooting (Jira, ServiceNow, Oracle SQL), and Windows Server. Confident with WordPress, Bootstrap, and Tailwind in web-related tasks.

WORK EXPERIENCE

IT APPLICATION SUPPORT AGENT | 07.2024 - PRESENT

Venthone - Project for European Commission - Hybrid, Brussels

- Provide technical support to 1,000+ internal and 50,000+ external users across the EU.
- Handle incidents and service requests in Jira and ServiceNow, maintaining SLA compliance.
- Reproduce reported issues and perform technical diagnostics to identify root causes.
- Report confirmed bugs to development teams with detailed replication steps and logs.
- Query Oracle SQL databases to assist in application troubleshooting and data validation.
- Communicate incident updates clearly to users across multilingual support channels.

CO-AUTHOR & CONTENT DEVELOPER | 01.2024 - 01.2025

"Auditory Training with Elements of Music Theory" E-Book - Remote

- Co-authored and published a digital eBook combining auditory training with music theory.
- Processed and corrected 500+ scanned music sheets; designed final PDF layout.
- Developed a custom sales and distribution website using HTML, CSS, JavaScript, and pure Bootstrap.
- Implemented a basic checkout flow with download access for buyers (payment integration planned).
- Managed all aspects of digital publishing, content hosting, and user-facing updates.

POSTPRODUCTION EDITOR | 01.2023 - 01.2024

DIMK - Remote

- Edited and assembled audio-visual material for a concert project for a cultural association.
- Performed audio cleanup and mastering in Audacity; handled video editing and color correction in DaVinci Resolve.
- Created presentation folders and showcase materials combining multimedia formats.
- Organized all assets for archiving and team access in structured project libraries.

IT SUPPORT ENGINEER | 07.2019 - 06.2024

Clickbus LTD - Hybrid, Birmingham

- Started as onsite intern, then transitioned to full-time remote IT Support Engineer.
- Delivered technical support for employees in logistics, operations, and back-office teams.
- Managed Windows Server and user workstations, ensuring system uptime and data integrity.
- Handled onboarding/offboarding, hardware configuration, and user account provisioning.
- Maintained company website (WordPress) and provided basic content and plugin updates.
- Reduced average resolution time by optimizing internal support documentation.
- Improved onboarding efficiency by standardizing IT setup procedures.

CERTIFICATIONS

MTA: Security Fundamentals (98-367) · Software Development (98-361)
HTML5 App Development (98-375) · Database Fundamentals (98-364)