

Telephone: (+48) 732-247-297
E-mail: alex000.pl@gmail.com

Aleksander Kwasek

Personal Details	Date of birth: 06 April 1982 Place of birth: Czestochowa Nationality: Polish
Education	17.07.2008 Final exam; Engineer's thesis entitled: "Security actualization of servers with operating system Windows 2K/2K3 (R2,x86,x64) with limited or without access to the Internet by programs: MBSA, Autoupdater, Multi-integrator and Multi-integrator-client" with a very good mark 10.07.2006 Master's exam; Master's thesis entitled: „Encryption and security data transmitted over the network” with a very good mark 2004 – 2008 University of Technology in Czestochowa Faculty: Computer Science Specialization: Technical Computer Science 2001 – 2006 University of Technology in Czestochowa Faculty: Electrical Engineering Specialization: Teleinformatics Technology 1997 – 2001 Secondary School - VI LO Jaroslawa Dabrowskiego In Czestochowa Computer Science profile
Languages	Polish – Native English – Upper Intermediate B2 Czech – Conversational German – Basic
Work experience	03.02.2025-28.02.2026 „Euroclear SA/NV (Polish Branch)”, Kraków, Poland Services Engineer (Messaging Services) MS Exchange support on prem and O365 Cloud, Domino, AxWay, Cisco, TrendMicro firewalls, EndUser support, Crisis solving, Creating procedures according to EU Bank Standards, Managing open cases with Microsoft, Powershell scripting. 01.12.2022- 31.10.2023 „ERGO Technology & Services S.A.”, Remote System Administrator Migration from Exchange 2013 to Exchange 1016 to prepare environment to move to O365 01.09.2021-31.08.2022 „Fujitsu Technology Solutions Sp. z o.o.”, Gdynia, Poland Technical Services Engineer Expert (Messaging Services 3 'rd Line Support) MS Exchange support on prem and O365 Cloud, preparing fax documentation, supporting other teams in problem solving, preparing presentation strategy for customers. 01.05.2020-08.2021 „Nordea Bank Abp S.A.”, Gdynia, Poland Senior IT Infrastructure Specialist (Messaging Services 3 'rd Line Support) Front Arena support, market trading, TBrix support, security validation of trades and access rights to markets globally.

15.08.2016-30.04.2020 „Nordea Bank Abp S.A.”, Gdynia, Poland
Senior Communication Engineer (Messaging Services 3rd Line Support)

MS Exchange support, Kofax - SPOC, Deltagon – email encryption support, Symantec Cloud Security – support, E-mail journaling strategy project member, DLP strategy project member, Separation of company's e-mail system project member.

1.06.2011-29.07.2016 „AtoS IT Services”, Bydgoszcz, Poland
Senior Communication Engineer (Messaging Services 3rd Line Support)



MS Exchange support, BlackBerry 5.x, Symantec Vault 9, Iron Port, Faxination software, Backup and recovery client support, Transition operations for new customers, creating documentation like: RACI, operational manuals, escalation matrix, LLD, HLD etc. Performing Team Leader tasks, SPOC for Service Improvement Plan program for Exchange team (evaluate KPI's, SLA, TTR, etc... find a root cause and proposal for a change/solution, eliminate backlog).

18.06.2007-31.05.2011 „IBM - GSDC” (hired by ManPower), Brno, Czech Republic



IT Specialist (Exchange and Hypersoft Team 2nd level) (1.11.2008-31.05.2011)

Hypersoft OmniAnalyser client-server reporting software, OmniAgent and OmniReport installations, configuring and troubleshooting, supporting mail servers on Exchange, Exchange clusters, Domino, Domino Clusters, standalone servers for customers from all over the World, Microsoft SQL 2005 Database for OmniAnalyser, writing documentation, Manuals and scripts, Dispatcher tasks in tools like Maximo, Remedi, Managenow, managing tickets, creating changes, reporting errors in those tools, maintain customer service according to GDF (IBM version of ITIL).

IT Specialist (Security Administrator - Italy Wintel Team 2nd level) (15.08.2007-31.10.2008)

APAR installations, Health Checking, Health Checking Deviations, TSCM Installations, Systematic Attack Detection Report, Symantec Updates, MBSA APAR checking and troubleshooting.

12.2006 – 02.2007 „NAV.COM”, Czesochowa, Poland



Programmer

Programing in Microsoft Navision v2.0; v3.0; v4.0.

12.2004 Computer shop „PAT-ROX”, Czesochowa, Poland



IT Practice

Customer & hardware service.

08.2004 – 09.2004 „MacroSoft“, Czesochowa, Poland



IT Practice

Working with MacroBase, Crystal Report, Lotus Domino Notes, databases.

Additional skills & Qualifications

Qualifications:

- Driving license cat. B (PL)
- Pilot Licence PL A (Pilotní průkaz LAA ČR)
- International IPPI licence (ParaPro Stage 3)



- Motorboat Skipper Licence (PL)
- License to Tow a Water Skier or other Floating Objects (PL)
- Inshore Power Yacht Skipper International Licence (ISSA Poland)
- Yacht Skipper Licence (PL)
- RYA Short Range Certificate
- MCSE: Messaging (2003)
- ITIL v3 Foundation
- MS-4018: Draft, analyze, and present with Microsoft 365 Copilot
- Using AI in Business Development



- Courses:
- “MS 1303 Mastering Microsoft Visual Basic 6 Fundamentals” - University of Technology in Czestochowa
 - “Customer Satisfaction and Problem Determination” – IBM, Brno
 - “Lotus Notes Basics” - IBM, Brno
 - “Network Basics” – IBM, Brno
 - “MS Windows 2003 Server Basics” – IBM, Brno
 - “MS Windows 2003 Server Advanced” – IBM, Brno
 - “MS Windows 2003 Server Practical” – IBM, Brno
 - “IBM Tivoli Enterprise Console” – IBM, Brno
 - “IBM Tivoli Monitoring for Operators” – IBM, Brno
 - “MS 2433 - Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials” – GOPAS, Brno
 - “MS 2279 - Planning, Implementing & Maintaining a MS Windows Server 2003 Active Directory” – IBM, Brno
 - “MS 2439 Scripting Using Microsoft Windows Management Instrumentation” – GOPAS, Brno
 - “MS 6427 Configuring and Troubleshooting Internet Information Services 7.0 in Windows Server 2008” – GOPAS, Brno

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- “Advanced Windows PowerShell Scripting” – PC DIR, Brno
 - “Implementing and Managing Windows Server 2008 Clustering” – PC DIR Brno
 - ”Symantec Enterprise Vault 9.x for Exchange: Administration” – Infolink, Utrecht
 - ”BlackBerry Enterprise Server Version 5.0 SP3” – Proget, Bielsko-Biała
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Wyrażam zgodę na przetwarzanie moich danych osobowych zawartych w mojej aplikacji dla potrzeb niezbędnych do realizacji procesu rekrutacji (zgodnie z Ustawą z dnia 29.08.97 o Ochronie Danych Osobowych, Dz.U. Nr 133 oz.883).