

Katarzyna Wieczorek



IT Support Specialist with 9+ years of experience in Microsoft 365, Windows 10/11, Intune, and enterprise IT operations. Expertise in desktop management, troubleshooting, and customer service in hybrid and global environments. Proficient in hardware/software support, Microsoft Office 365 administration, mobile device management (iOS & Android), and enterprise networking. A proactive problem-solver with excellent communication skills, ensuring seamless IT service delivery.

Work experience

Mediterranean Shipping Company S.A, (MSC) Global Workplace Specialist

04/04/2022 – 14/06/2025

- ◆ **Intune Endpoint Management** : Overseeing device enrollment, policy enforcement, and security configurations for over 40,000 devices. Endpoint deployment and policy management
- ◆ **Device Management (Intune, AutoPilot)**: Deploying and maintaining workstations and mobile devices
- ◆ **Azure AD / Entra ID**: Configuring identity management, MFA, and access policies
- ◆ **ServiceNow & Incident Management**: Providing 3rd line end-user support, resolving complex IT issues
- ◆ **Hardware & Software Support**: Managing and troubleshooting PCs, printers, mobile devices, and office equipment

Fujitsu Poland

03/02/2020 – 31/03/2022

Technical Services Engineer

03/2021 – 04/2022

- ◆ **SCCM & Intune**: Managed software deployment, security updates, and patching
- ◆ **Microsoft 365 Hybrid Support**: Integrated on-premise Exchange environments with Office 365
- ◆ **Security Policies & Compliance**: Implemented GPO configurations

Associate Technical Services Engineer

02/2020 – 03/2021

- ◆ **Cloud & Hybrid Solutions**: Provided IT support for multi-client Microsoft 365 environments
- ◆ Automated processes using **PowerShell scripts**
- ◆ Managed **Microsoft 365 accounts**, Exchange mailbox policies, and user authentication

Capgemini

02/05/2016 – 31/01/2020

Junior Infrastructure Engineer

06/2019 – 01/2020

- ◆ Managed IT infrastructure and global network operations across 17,000+ servers
- ◆ Supported Microsoft & Linux environments, troubleshooting SQL, SAP, Oracle systems

Service Centre Analyst

05/2016 – 05/2019

- ◆ Provided IT support using ITIL methodologies
- ◆ Developed Knowledge Base articles to enhance team efficiency

Soft Skills

- ✓ Problem-solving & troubleshooting mindset
- ✓ Strong communication & teamwork
- ✓ Adaptability & continuous learning
- ✓ Process improvement & automation

Why Me?

- ✓ 9+ years of IT experience, with deep expertise in Microsoft 365 and Intune
- ✓ Strong background in enterprise IT operations and troubleshooting based on ITIL
- ✓ Proven ability to manage large-scale enterprise IT environments
- ✓ Multilingual, capable of working in international teams

Personal information

E-mail: katawieczo@gmail.com

Languages

English: C2

Italian: B2

Polish Native language

Education

Master - Scientific Information and Library Science

01/10/2011–30/09/2013

Silesia University - Katowice

Bachelor - Scientific Information and Library Science

01/10/2008-30/09/2011

Silesia University - Katowice

Skills

- ☑ **Windows 10/11 & Office 365 Support**: Troubleshooting Outlook, Word, Excel, OneDrive
- ☑ **Microsoft Intune & AutoPilot**: Endpoint deployment and policy management
- ☑ **Hardware & Software Troubleshooting**: Desktops, laptops, printers, mobile devices
- ☑ **Enterprise Networking & Security**: VPN, Active Directory, DNS, DHCP
- ☑ **Customer & Business Support**: Strong communication in multilingual environments
- ☑ **Mobile Device Management (MDM)**: iOS & Android device administration
- ☑ **IT Service Management (ITSM)**: Experience with ServiceNow and ticket resolution

Interests:

Cinematography

From classics to blockbusters

Favourite director: Martin Scorsese

Foreign languages:

Currently I am progressing with learning Italian language. In the future I would like to know and be fluent with at least four languages.