

# Péter Kakuk



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[LinkedIn](#) [Website](#)

## SUMMARY

- Multilingual professional with 9 years in IT, 5 years in Supply Chain, 3 years in finance
- 3 years of volunteer IT assistance, with end user support
- ITIL V3 foundation certificate (course upgraded to V4)
- Analytical, helpful and proactive, continuous improvement

## WORK EXPERIENCE

2024 -

### TECHNICAL SUPPORT SPECIALIST

Tungsten-Recognita (formerly: Kofax-Recognita)

German, Ticket handling, Tungsten (Kofax) software support, configuration, incident troubleshooting, teamwork, knowledge base articles, process improvement

2021 -

### SYSTEM ENGINEER

Deutsche Telekom IT Solutions

German, Test system maintenance, server administration, fulfilling customer requests, HPSA remote management, AWX Ansible Playbook use, basic PowerShell scripts, Basic cloud administration, VMware application use, VM management, Snapshots, Image backup

2020 – 2021

### CAMPUS CUSTOMER ENGINEER

4iG Hungary

On-site support of end users. Dell laptop and other local hardware support, ad-hoc projects, inventory management

2018 – 2019

### TECHNICAL CONSULTANT

Larsen & Toubro Infotech

SPOC for IT support in German & French, extended 1<sup>st</sup> line troubleshooting, cooperation with other technical teams, Service Now usage, Active Directory, basic scripting usage, volunteer local IT support

2016 – 2018

### IT SERVICE DESK ANALYST

Misco Business Services (Systemax)

## PERSONAL SKILLS

- Reliable
- Proactive
- Cooperative
- Driving license

## TECHNICAL SKILLS

- Telecommunication network, physical media (optical cabling)
- Hardware installation, troubleshooting, SPOC with Dell technical service
- Basic hardware replacement support
- Scripting basics: PowerShell, Bash, SQL, Python

## SOFTWARE KNOWLEDGE

Microsoft software

- Operating system (Win10, Win Server 2012, WS16, WS19)
- Office – Outlook, Excel, Word, Power Point (2010, 2013, 2016, O365)
- Active Directory
- Azure fundamentals
- Microsoft
- Linux basics (Ubuntu, Debian)
- Kofax Capture, Kofax Express, Kofax VRS Elite
- VMware – VM management

Business application

- Lotus Notes
- SAP (SU01, P01)
- VOIP (Cisco, Avaya, A. Supervisor)
- VPN (AT&T, Cisco Anyconnect, SecuRemote)
- Ticketing tools (Service Now, Jira, Oscar)
- Citrix, AWS, Azure
- Autohotkey

## LANGUAGE SKILLS

- Hungarian - native
- English – fluent, advanced
- French – upper-intermediate
- German – upper-intermediate
- Polish – beginner

SPOC for IT support in English & French, 1<sup>st</sup> line troubleshooting, service requests, ticketing tool usage, KB documentation, Active Directory, SAP, volunteer first aid and fire marshal

2015 – 2016

**SYSTEM ADMINISTRATOR**

IT Services Hungary

Scripting with graphical scripting tool, troubleshooting, error validation. German & English support

2013 – 2015

**SUPPLY CHAIN L1 SUPPORT KEY USER**

Geodis Calberson

SPOC for IT and ERP system support, TMS and WMS key user, 1<sup>st</sup> line troubleshooting, business application support, end user training. EMEA Trusted Source, primary IT responsible

2012 – 2013

**SUPPLY CHAIN SME**

Geodis Calberson

Root cause analysis for exceptional issues, transport reporting

2010 – 2012

**DELIVERY COORDINATION AGENT**

Manpower Business Solutions

Order exception handling, SPOC for supply chain issues, English and French support

2008 – 2010

**FINANCIAL ADMINISTRATOR**

BCE Szolgaltato non-profit Ltd

Invoice handling, petycash administration, cooperation with company accountant, HR administration

2007 – 2007

**ACCOUNT PAYABLE ANALYST**

Genpact Hungary

Booking invoices, SPOC for AP invoicing or payment issues, English and French support

## EDUCATION

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2020 - 2021

**System administration – course**

Foundations of network technology, computer architectures, operating systems, virtualization, container infrastructure, Active Directory, SQL server administration, Windows Server 2019, Ubuntu Server, PowerShell, Bash, MS Azure

2020 - 2021

**Telecommunications network technician – accredited course**

Electrical engineering, Info communication network construction and measurement, quality verification, foundations of network technology, project management

2016

**ITIL V3 foundation course and certificate**

2012 – 2014

**Web programmer – vocational certificate**

Eötvös Lóránd University – Faculty of Informatics

2003 – 2007

**Bachelor of economics in foreign trade**

Budapest Business School College of International Management & Business

[Kanyar - student organization](#) - article writing and lecturing, interviews, IT assistance