

## **Gabor Erdei**

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### **PERSONAL PROFILE**

I see myself as an ambitious, dedicated and reliable IT Technician. I have proven ability to administer and control the configuration, operation, and maintenance of computer-based information systems. I can work well even under pressure, in challenging situations, as part of a team or individually. I have a strong customer-centric approach. Learning continuously is my second nature.

### **EDUCATION**

John Von Neumann University, HUN	Mechanical engineer studies	1997-1999
University of Miskolc, HUN	Electric engineer studies	1999-2001
Kando Kalman IT College, HUN	Telecommunications engineer, GCSE	1993-1997

### **CAREER HISTORY**

#### **Self employed 2021-**

Freelancer IT consultant and frontend developer. Part time delivery driver at Just Eat, Deliveroo and Uber Eats.

#### **Amazon, 2020 – 2021 January**

Fulfillment associate

#### **IT consultant and operations part-time tasks, 2015 – 2022**

Part-time business

- March 2022 Hugotrans.com web design, website building, developing , search engine optimisation, Google analytics, google ads British-Hungarian parcel delivery service
- 2020- WIX web design, search engine optimisation, webshop-workflow planning, Google analytics, audio-video studio setup, google ads at Hasznaltfuvo.hu - Welsh-Hungarian used instrument shop
- IT infrastructure consultant at Cursor Insight UK (home office environment designer, LAN/Print/scan/WiFi)
- Web application tester at justrecordit.com, patient-record.com, dokivideo.hu
- IT development and operations, magento webshop, integrating Hungarian Postal Service API, Wordpress web design at Underground Publishing Ltd HUN

#### **Domino's Swansea Marina, 2014 – 2020**

Part-time delivery driver

Employee of the year - 2018

**Own business „Zöld ABC” – [www.zoldabc.hu](http://www.zoldabc.hu), HUN, 2011 – 2016**

Organic products distributor company

Founder, owner 2011–2014, IT Consultant 2014–2016

- Webshop system building and programming, web designing
- IT operation
- Managing orders, providing customer service

**Rhone Vet Hungary Ltd., HUN, 2011-2014**

Senior IT System administrator

- installing and configuring computer hardware, operating systems and applications
- Troubleshooting and supporting the computer users of the company
- Website and webshop building ([www.petparadepatika.hu](http://www.petparadepatika.hu), [www.rhonevet.hu](http://www.rhonevet.hu))
- Alarm and CCTV system installation and maintenance

**Hungarian Telekom Group (part of Deutsche Telekom), HUN, 2001 – 2011**

IT Helpdesk Technician

- Call and mail centre IT Helpdesk, technical customer service,
- diagnosing, solving hardware, software and broadband connection issues
- talking directly to clients and end-users
- IT ticketing system managing
- Software testing and reporting the results to the developer team

**MOL GROUP Chemicals Hungary, HUN, 1999 – 2001**

IT Helpdesk Administrator

- Installing and configuring computer hardware operating systems and applications. Microsoft Windows Systems, Microsoft Office, Microsoft Exchange server
- Network building and cabling
- Managing more than 2000 desktops.

**KEY PERSONAL SKILLS**

- Solving complex IT problems focusing on customer experience
- 25 years of extensive practical experience of working with computers
- Can quickly understand how customers use IT in their business
- Enthusiasm to acquire new knowledge and skills
- Be able to work both in a team or individually
- Providing feedback in a clear and easy to understand way

**EXPERIENCES**

- 10+ years of providing IT support to business teams
- Maintenance, installation, integration in a wide range of IT equipment: desktop, laptop, phones, CCTV and many different type of peripherals and softwares
- Windows Server support, Active Directory
- Network building, LAN/WAN
- 1st and 2nd line software and hardware support
- Administrate and organise the daily duties in the company's ticketing system
- All MS Office power-user experienced Office365 admin
- Experience in MS Operating Systems and Applications with networking troubleshooting skills

**ADDITIONAL INFORMATION**

- Full UK driving licence
- Languages: English (intermediate), Hungarian (native)

**REFERENCES**

Available on request.

Swansea, 01/06/2022