

KAMIL DZIERZEK

SENIOR QA ENGINEER

CONTACT

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dzierzek.studio

LANGUAGES

Polish: Native
English: Very good

ADDITIONAL SKILLS

- Adaptability
- Teamwork
- Willingness to learn
- Communication
- Critical thinking
- Problem solving

PROFESSIONAL HISTORY

Senior QA Engineer

DP World, Dublin | May 2022 to present

- Test plan preparation.
- Testing frontend and backend changes.
- Issue investigation across the internal system and web frontend layer.
- Consulting ease-of-access and usability considerations with developers.
- Working with multiple report types: web reports, Excel files and internal-system reports.
- Cooperation with developers and analysts.
- Creating and maintaining knowledge articles and instruction documents for both the team and customers.
- Conducting training sessions and participating in workshops with team members and other teams.
- Communicating with customers to clarify expectations and provide ad hoc guidance for new changes.

Senior Office Administrator

Primeline VNE, Dublin | February 2018 to May 2022

- Quotes preparation for multiple customers.
- Orders creation for multiple customers.
- Stock booking.
- Working with multiple types of paperwork.
- Preparing and maintaining reports and trackers.
- Stock issues investigating.
- Stock checking.
- Process preparation for new customer.
- Providing trainings for new-joiners (trainings concerned variable topics).
- Providing trainings for outside company (trainings concerned using the system).
- Building and maintaining business relationships with customers.
- Communication with transport and warehouse teams and setting the collection/deliveries schedule.
- Tasks dispatching/managing the team in the absence of the manager.
- Local IT officer duties (e.g. setting up new machines, software/hardware troubleshooting).

IT Expert

Fujitsu Technology Solutions, Lodz | May 2015 to January 2018

- Advanced software troubleshooting (remotely).
- Hardware issues diagnosing.
- Work environment modification (in range agreed in each unit status).
- Providing trainings for subordinate teams (trainings concerned software troubleshooting).
- Creating and verification of knowledge articles: internal (for my team) and external (for subordinate teams).
- Knowledge transition between unit in Germany and our unit.
- Assisting subordinate teams with more advanced cases.
- Controlling software updates/patch notes and risk evaluation for individual patches.
- Communication with users from supported companies (e.g. Depfa Bank, Deutsche Leasing).
- Cooperation with specialized teams inside and outside company structure.

PROFESSIONAL HISTORY / CONTINUED

Process Engineer

Compal Electronics, Lodz | October 2014 to May 2015

- Pre-tests of new motherboard models.
- Preparation of test procedures for new motherboard models.
- Implementation of new tests in Windows and DOS environment.
- Advanced hardware and software troubleshooting.
- Cooperation with other teams (repairs, testers) and with headquarters in China.

Hardware Tester

Compal Electronics, Lodz | March 2014 to October 2014

- Visual inspection of laptop's motherboards.
- Assembling laptop's components before testing procedure.
- Motherboards tests performing.
- Basic hardware and software troubleshooting.
- Cooperation with other teams (repairs, process engineers, QA).

EDUCATIONAL HISTORY

Post-secondary study in PROFESJA, Lodz

IT technician | 2010-2012

Finished with receiving European IT technician certificate.

University of Lodz

Art history | 2009-2012

Secondary school in Kamienna Gora

Journalism | 2006-2009