



# PIOTR PERTYNSKI

## Senior System Administrator

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### SKILLS

- Linux administration
- Microsoft administration
- Product Management
- Project Management
- Technical Training
- Documentation Management
- Technical Writing
- Mobile Device Management
- IT Service Management
- Problem Solving
- ITIL
- PMP

### LANGUAGE

- English - Business Fluent
- Polish - Native Fluent
- German - Beginner
- Slovenian - Beginner

### PROFILE

Senior System Administrator with 10+ years of experience in systems administration, product management, and support, including various roles at Samsung. PMP® certified, fluent in English and Polish, skilled in Linux, MDM, and strategic solutions. I thrive in dynamic teams, focused on innovation and impact.

### WORK EXPERIENCE

#### Senior System Administrator 2024 - Present

##### Mobik d.o.o.

Managing and administering Linux servers, Active Directory, Azure, Microsoft 365, and network infrastructure to ensure seamless integration, optimal performance, and security compliance. Configuring network devices, automated routine tasks, and maintaining system reliability through proactive monitoring and detailed documentation.

#### IT Business Technologist 2024 - 2024

##### Banka Sprarkasse d.d.

Planned and managed IT application solutions, collaborating with external suppliers to optimize systems, ensure data security, and enhance integration. Provided technical support, conducted software testing, and developed documentation while driving process unification and strategic IT projects across organizational units.

#### Product Documentation Officer 2023 - 2024

##### Infomediji d.o.o.

Developed and maintained product documentation, implemented workflows for automation, and led knowledge base initiatives to streamline access and updates. Collaborated with cross-functional teams, including development, QA, and marketing, to ensure accurate and efficient documentation processes.

#### Senior B2B Product Manager 2017 - 2023

##### Samsung Electronics Sp. z o.o.

Led collaboration between project leaders, enterprise customers, and R&D teams globally to develop innovative ideas and Proof of Concepts (PoCs). Gathered technical requirements and drove product development activities to address market-specific needs while creating strategic business proposals.

## EDUCATION

### Business and Technology with Computer Science

Technical University of Lodz  
2005 - 2011

## HOBBY

- Books (mostly Sci-Fi)
- Cycling
- Vinyls
- Homelab - IT nerd stuff

### Incident and Service Manager

2017 - 2017

#### Deutsche Telekom AG - GSO International (via T-Mobile Polska)

Coordinated cross-functional teams within the SAP ERP program to ensure efficient incident resolution and seamless service management. Managed ticketing tools, generated reports, and supported change requests, projects, and other service management tasks.

### Junior Service Support Manager

2015 - 2016

#### SEQR Poland (Formerly Seamless Poland)

Implemented and maintained ITIL processes, optimized tools, and managed SLAs to ensure efficient service delivery. Led incident management, coached support analysts, and bridged communication between ITIL and Agile teams while driving process improvements and change management.

### Customer Support Engineer

2013 - 2015

#### Samsung Electronics R&D Institute

Supervised team operations, managed processes, and ensured SLA compliance through metrics reporting and ticket management. Led problem-solving initiatives, maintained the knowledge base, and oversaw Mini Lab management for efficient system support.

### Process Support Engineer

2011 - 2013

#### Fujitsu Technology Solutions

Maintained support desk operations, ensured SLA compliance, and managed knowledge transfer and reporting. Provided daily user support, resolved issues, and performed assigned tasks with a focus on quality and efficiency.

## CERTIFICATIONS

### PROJECT MANAGEMENT PROFESSIONAL (PMP®)

2021 - 2024

#### Linux Foundation

- ID:3185942

### LINUX FOUNDATION CERT PREP

2020

#### Linux Foundation

- Operation of Running Systems
- Essential Commands

### PRINCE2 BASICS

2017

#### Samsung Electronics

- Project Management
- Project Planning and Risk Management

### MANAGEMENT ESSENTIALS

2016

#### Fujitsu Technology Solutions

- Directing Other
- Delegating
- Confronting Difficult Employee Behavior
- Establishing Goals and Responsibilities
- Delivering Difficult Message with Diplomacy and
- Tact

### PROBLEM SOLVING & INCIDENT MANAGEMENT

2013

#### Conlea