



POLISHCHUK NIKITA

Technical Support Specialist

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 Prague, Czech Republic

 [PolishchukN](#)

EDUCATION

Master in Science in
Mechatronics(Ing.)
National University "Lviv Polytechnic"
2020-2025

SOFT SKILLS

- Ability to deal with difficult situations
- Stress resistance
- Conflict resolution
- Leadership and teamwork

HARD SKILLS

- Remote Troubleshooting & Support
- SQL & Database query
- Log Analysis & Data Verification*
- Basic Networking (TCP/IP)
- Hardware & IoT Systems (Ajax, CCTV)

LANGUAGE

English (Fluent)

Ukrainian (Native)

Czech(Pre-Intermediate)

Deutsch(Pre-Intermediate)

About Me

Proactive engineer with a strong background in remote system diagnostics, SQL, and log analysis. Transitioning into IT infrastructure and server support, bringing proven expertise in troubleshooting complex technical issues and ensuring high client satisfaction. Highly analytical and eager to leverage my technical foundation to resolve customer IT challenges and monitor server environments.

WORK EXPERIENCE

September 2022 – August 2023

YAVIR-2000

Dispatcher of centralized surveillance console

- Provided remote technical diagnostics for field equipment, analyzing system performance and identifying hardware anomalies.
- Utilized SQL and data analysis tools (including log analysis) to troubleshoot issues remotely prior to dispatching on-site engineering teams.
- Coordinated field service interventions, ensuring technical teams were equipped with the correct diagnostic data and tools.

August 2023 – April 2026

YAVIR-2000

Engineer of Security&Fireprotect

- Executed on-site installation, wiring, and commissioning of complex security and fire protection hardware (CCTV, ACS, Ajax systems).
- Performed hardware and network troubleshooting, system configuration, and calibration at various client sites to ensure 100% operational uptime.
- Conducted routine Preventive Maintenance (PM) and hardware audits, successfully identifying and resolving potential system failures..
- Managed on-site technical operations, coordinating a team of 6 technicians to ensure projects were completed on time and within technical specifications.