

Maksym Zadvorkin

IT Technician - user support, Windows, hardware

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EU temporary protection - no work permit or sponsorship required.

PROFILE

Computer Science graduate (BSc 2024, MSc 2026) with five years on one live software product, two of them in technical support: taking user requests, finding the cause and either fixing it or handing it on with clear reproduction steps. Windows is the environment I have supported throughout, and I set up and maintain my own machines down to component level.

SKILLS

Support - user support in a ticket system · Windows and Office · printing, application and connection problems · log analysis · documentation and escalation

Hardware and workstations - own builds and component replacement · clean OS and software installation · printers and peripherals · equipment records

Networking basics - LAN and Wi-Fi · IP addressing, DHCP and DNS · cabling

Languages - Python (primary) · SQL · C# · Java · C++

Tools - Google Workspace · Jira · Trello · Git and GitHub · Postman · CI/CD · VS Code and Visual Studio

Learning now - Active Directory and user account administration · Microsoft 365 · home lab on Linux · Czech

EDUCATION

BSc and MSc in Computer Science, 2020 - 2026
Poltava University of Economics and Trade, Ukraine

LANGUAGES

Ukrainian - native English - A2
Russian - fluent Czech - beginner

EXPERIENCE

Technical Support Specialist, independent software project (remote) 2024 - 2026

- Handled user requests in a ticket system: installation, configuration, network and connection problems on Windows.
- Read application logs to establish the cause, escalated confirmed defects with reproduction steps, and wrote user instructions and reply templates.

Manual QA Tester, same project (remote, part-time) 2021 - 2026

- Tested every new build before release across several Windows versions; reported reproducible defects and retested fixes.

Warehouse Order Picker, Billa, Prague 2026 - present

- Full-time manual work taken up after relocating to Prague, while looking for a technical position.