

CV

Contact

Name: David Ebert
Place and date of birth: Pécs (Hungary), 1990-03-14
Address: Askims Pilegårdsväg 40, LGH 1403, 436 35 Askim
Cellphone: +46 73-551 92 58
Email: ebertek@gmail.com



Profile

Experienced Support Engineer with a Systems Administrator background, a wide range of skills, and a proven track record of customer satisfaction.

Experience

Jan 2022 – Dec 2023 IT Coordinator at Brose Sweden AB

I was responsible for all local IT tasks, including **end-user support**, day-to-day **operations and monitoring**, and budget planning and **procurement** activities at a just-in-sequence production plant. My responsibilities included:

- Service request, incident, problem, change, and asset management (**ITIL/ITSM**) in Ivanti Service Manager
- Operation, monitoring, and maintenance of **VMware ESXi** hosts (vCenter), **Windows Servers** (SCOM, AD, DFS, DHCP), **Cisco** routers and switches (IOS), and backup solutions (Acronis Cyber Backup, Veritas NetBackup)

Mar 2021 – Jan 2022 Support Engineer at Ericsson Hungary Ltd.

I was part of a team of three Support Engineers providing technical service and support to our customers, troubleshooting and resolving problems, and stabilizing and optimizing customers' Ericsson Expert Analytics (EEA) systems. EEA offers near real-time, multivendor, and cross-domain Big Data analytics capabilities. My responsibilities included:

- Acting as an **Investigation Leader**, managing Customer Support Requests end-to-end through SAP CRM
- **Troubleshooting issues** with Red Hat products (**Red Hat Enterprise Linux, Ansible, WildFly, Drools**), Apache **Hadoop** (HDFS, YARN, MapReduce, HBase, ZooKeeper, Impala, Oozie, Avro, Spark), Apache Kafka, Zabbix, and **Docker**
- **Facilitation of the communication** between teams with different technical backgrounds (developers, project managers, customers)
- Participating in **Deployment Verification Activities**

Jan 2014 – Mar 2021 Systems Administrator at Digibooks Ltd.

After restructuring at X-Admin Ltd., I stayed on as the sole employee. The company's focus widened: we provided comprehensive **IT managed services**. Our portfolio and my responsibilities grew with the following:

- **Windows Server administration:** AD DS, File and Storage Services, DNS, IIS
- **Linux administration:** Debian / Ubuntu Server; Samba, Apache, MySQL, ProFTPD; bash

- **Network administration** (Ubiquiti, Cisco, Meraki), incl. the planning, design, building, and operation of computer networks
- Synology **NAS administration**, incl. RAID and backup strategy planning, Central Management, High Availability, and ACL management
- **Google Workspace** and **Microsoft 365** (incl. CoreView, Crossware) administration
- **Managing support tickets** through ServiceNow: incident logging, categorization, prioritization, resolution, and escalation
- **Writing reports and documentations** for upper management

Our clientele also became wider and included nationally significant media companies (Sky Group, Daylight Média, Színes Ász) and the local branch of a multinational corporation (TVH Group, Mateco).

Oct 2010 – Jan 2014 Systems Administrator at X-Admin Ltd.

I was part of a team of three Systems Administrators at an **Apple Solution Expert** partner with a focus on educational institutions (Kisképző, Károly Róbert Campus, University of Debrecen) and government agencies (KEKKH, NISZ, KSH, FvTsz).

The company's main business was:

- **macOS Server administration** (Open Directory: OpenLDAP, Kerberos; DNS: BIND; File Sharing: AFP, Samba; Mail: Postfix, Dovecot, Roundcube; Websites: Apache, MySQL, PHP; MDM: Profile Manager)
- **iPad mass deployment:** Apple Business Manager, Profile Manager, Configurator, VPP
- **Remote monitoring and management** using Apple Remote Desktop
- **Hands-on user support**

Education

I completed several BSc level courses, including **173 credits** at **Budapest University of Technology and Economics** (BUTE, BME) in **Mechatronics Engineering**, and **69 credits** at **Óbuda University** in **Computer Science & Engineering**.

Languages

- English C1 language certificate (bilingual high school diploma), oral and written proficiency
- French B2 language certificate (A-level matura)
- German B2 language certificate (TELC Zertifikat Deutsch)
- Swedish A2 (SFI nivå C)

Driving experience

- Class B driving licence since 2007

Soft skills

- Helpfulness, patience
- Logical thinking, attention to detail

Hobbies and interests

- Analog and digital photography
- Travel
- Lego