

Dawid Janik

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📍 Wakefield, UK

Profile

IT Support professional with 3+ years' experience delivering 1st & 2nd line service desk support, combined with a strong background in structured technical troubleshooting and root cause analysis. Experienced supporting c.1,000 users across multiple sites, using Active Directory, Microsoft 365, Windows 10/11 and ManageEngine ServiceDesk Plus. Skilled in incident diagnosis, SLA management, remote support and hardware/software deployment. Known for clear communication, high accuracy and a proactive, analytical approach to problem-solving.

Employment

Automotive Technician | A to Z Motor Spares, Wakefield

Jul 2025 - Present

- Diagnose and resolve complex electrical and mechanical faults using specialist diagnostic equipment (Launch, VCDS), applying structured troubleshooting and root cause analysis
- Communicate technical findings clearly to customers, explaining issues and recommending solutions
- Carry out servicing, maintenance and repairs across a wide range of vehicle makes and models under time pressure

Service Desk Analyst | Torque Logistics, Leeds

Mar 2022 - Jul 2025

- Provided 1st & 2nd line IT support to c.1,000 users across 8 sites and 36 departments, handling 5-15 tickets daily via ManageEngine ServiceDesk Plus, ensuring SLAs were consistently met
- Diagnosed and resolved hardware, software and network issues across Windows 10/11 workstations, laptops, mobile devices and printers, using Active Directory, Microsoft 365 and TeamViewer for remote support
- Escalated incidents and service requests to management and third-party suppliers, maintaining service continuity across all sites
- Researched hardware offers and managed procurement, raising purchase orders and coordinating deployment
- Identified required software updates and coordinated packaging, testing, deployment and patching; wrote and maintained technical documentation

Warehouse Administrator | Torque Logistics, Wakefield

Aug 2021 - Mar 2022

- Working proficiently with WMS and Microsoft Office software in order to support the management team in an accurate and timely manner
- Covering for operation supervisor and leading a group of 3-10 staff members, distributing work to colleagues and ensuring hourly KPIs are maintained
- Liaising with the customer regarding enquiries and opportunities to improve the cooperation process between Torque and the client
- Troubleshooting printers problems during the shift in order to keep the production as smooth as possible

Warehouse Operative | Torque Logistics, Wakefield

Nov 2020 - Aug 2021

IT Specialist Internship | General Hospital, Jaworzno in Poland

Jan 2019 - Apr 2019

- Support the IT team in maintaining hardware, software and other systems
- Assisting with troubleshooting issues and providing technical support
- Working under pressure when resolving system issues

Education

IT Technical Diploma

Sep 2016 - Apr 2020

CKZiU College, Jaworzno in Poland

Studied Computer Equipment Diagnostics, Programming, Networks & Operating Systems

Gained practical skills in programming languages, database management, network administration, cybersecurity, and server management

Certificates

Creating Web Applications and Databases and Database Administration - Certificate (E14)

Designing Local Computer Networks and Network Administration - Certificate (E13)

Personal Computer & Peripheral Equipment Installation & Exploitation - Certificate (E12)

Skills

Strong analytical and problem-solving skills

Excellent customer service and communication

Effective working independently and within a team

Creative, proactive approach to improving process efficiency

Expert in hardware/software setup and configuration

Hobbies

building my brand Above Racing - online store, designing new products, social media presence

gold trading

automotive

minimalism