

## Contact

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(LinkedIn)

## Top Skills

Qualys  
EDR  
Microsoft Technologies

## Languages

CZ (Full Professional)  
ENG (Professional Working)

## Certifications

Umělá inteligence na maximum:  
ulehčete si díky AI vaši práci

Umělá inteligence pro každého: jak  
efektivně využít AI v práci

ITIL® Foundation Certificate in IT  
Service Management

Umělá inteligence prakticky:  
průvodce užitečnými AI aplikacemi

# Ondrej Krumpl

Cyber Security Engineer ve společnosti KRUUK Italia S.r.l.  
Chrudim, Pardubice, Czechia

## Summary

Are you ready to take your IT support journey to the next level? Look no further!

### Explore the Opportunity:

As an IT Support Team Leader, I lead the charge in delivering unparalleled technical assistance while fostering a culture of innovation and excellence. With a passion for problem-solving and a knack for leadership, I thrive in driving my team towards success, ensuring seamless operations, and transforming challenges into growth opportunities.

### Collaborative Leadership:

At the heart of my approach is collaborative leadership. I empower my team to shine by fostering an environment of open communication and knowledge sharing. By leading with empathy, I create a space where each team member's unique talents and ideas are embraced, contributing to a dynamic and cohesive unit.

### Technical Excellence:

From troubleshooting complex issues to implementing cutting-edge solutions, I am dedicated to delivering top-notch technical support that leaves a lasting impact. My deep-rooted understanding of IT infrastructure and systems equips me to swiftly address challenges, minimize downtime, and maximize operational efficiency.

### Innovation and Continuous Improvement:

Stagnation is not in my vocabulary. I am driven by an unyielding desire to explore new technologies and methodologies that enhance IT support processes. By fostering a culture of continuous improvement, I ensure that our support strategies remain agile and effective in an ever-evolving digital landscape.

### Metrics-Driven Results:

I believe in the power of data. By analyzing key performance metrics, I fine-tune our support strategies for optimal results. Through data-driven insights, I not only identify trends but also implement proactive measures to mitigate potential issues, ensuring a smooth IT experience for all stakeholders.

### Why Connect?

Connecting with me means joining a network of professionals who share a passion for IT support excellence. Whether you're seeking guidance, want to exchange ideas, or explore potential collaborations, my virtual door is always open.

Ready to elevate your IT support game? Let's connect, innovate, and transform the way technology empowers businesses and individuals alike. Reach out to me today and let's embark on this exciting journey together!

#ITSupport #Leadership #Innovation #Teamwork #TechExcellence  
#ITJourney

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## Experience

KRUK Italia S.r.l.

Cyber Security Engineer

January 2025 - Present (11 months)

As a Cybersecurity Engineer, I focus on the comprehensive protection of digital assets and infrastructure. I actively participate in the design, implementation, and management of security solutions that minimize risks and ensure system resilience against cyber threats.

My work includes:

- \* Vulnerability Analysis and Assessment: Identifying and evaluating weaknesses in systems and applications to prevent potential attacks.
- \* Incident Response: Responding quickly and effectively to security incidents, investigating their causes, and implementing measures to prevent recurrence.
- \* Implementation and Management of Security Technologies: Working with a wide range of security tools and systems, including SIEM, EDR, firewalls, and IDS/IPS.

\* Development and Maintenance of Security Policies and Procedures:  
Ensuring that company security standards are current and aligned with best practices and regulations.

\* Education and Awareness: Actively participating in raising cybersecurity awareness across the organization.

With fifteen years of experience in IT, I bring deep technical knowledge and extensive experience in addressing various cybersecurity challenges to the role of Cybersecurity Engineer. My goal is to build a robust and proactive security ecosystem that protects data and maintains the trust of users and partners.

**KRUK Česká a Slovenská republika s.r.o.**

**IT Support Team Leader**

August 2017 - June 2025 (7 years 11 months)

Okres Hradec Králové, Česká republika

•Team Leadership: Oversee and manage a team of IT administrators and helpdesk specialists, ensuring efficient operations.

•Infrastructure Management:

- Manage the entire IT infrastructure, including hardware, software, and networks.

- Virtualization Platform Management: Manage and operate virtual machines on Hyper-V and VMware platforms.

- Infrastructure Monitoring: Proactively monitor IT infrastructure performance using Zabbix. As a certified Zabbix specialist, I design and implement comprehensive monitoring systems, enabling early detection and resolution of issues and ensuring high service availability.

- Partnerships: Develop and maintain strategic partnerships with IT vendors to ensure high-quality services.

- Technology Innovation: Stay updated on the latest IT trends and implement relevant technologies to increase efficiency and innovation.

- IT Strategy Planning: Create and implement long-term IT strategies aligned with the company's business objectives.

- KPI and SLA Setting and Monitoring: Define key performance indicators (KPIs) and service level agreements (SLAs) for IT services and monitor them regularly using tools like Jira.

- Security: Actively contribute to enhancing physical and cyber security as part of an international security team. Implement new security measures and conduct regular security audits.

- Culture Building: Foster a collaborative and high-performing culture within the IT department.

**Certifications and Expertise:**

- ITIL: ITIL certified, demonstrating a deep understanding of IT service management. All designs and solutions are aligned with ITIL best practices.
- Zabbix: Certified Zabbix specialist, enabling efficient monitoring and analysis of IT infrastructure performance.

**KRUUK International**

**IT Administrator**

May 2014 - July 2017 (3 years 3 months)

District Hradec Kralove, Czech Republic

- Provision of effective and high quality user and technical IT support internal and external customers.
- Operation and handling requirements of the communication channels (Service Desk tool, email, phone and chat).
- Solutions, prevention and elimination of problems in the areas of SW, HW (PC'S, servers, printers, tablets, mobile phone), LAN and WAN.
- IT systems management and configuration for the needs of the company.
- Managing the backup process and equipment.
- Solutions to complex projects when you implement new solutions and procedures.
- The day-to-day cooperation with other departments and external partners in the implementation and adaptation of the SOFTWARE tools and HARDWARE solutions.
- Providing support in quality as defined by the SLA.
- Responsibility for the registration of IT assets and cooperation in that area with other departments of the company.
- Work on the electrical equipment according to the professional qualification according to Decree 50/1978 Sb.
- Active Directory administration and special customer systems administration and support.
- DataCenter support supervision and maintenance and Electric support (backup electrical circuit)
- To supervise and support planned / unplanned outages in given location.
- Manage and supervise vendors (planned and unplanned works - IT environment)
- Train internal users for basic PC knowledge

**Vodafone**

7 years 3 months

**IT Support Specialist**

April 2012 - April 2014 (2 years 1 month)

Chrudim

- Tier 1 & 2 Support: Provided comprehensive technical support for hardware, software, and telecommunications issues across Call Center, Indirect, and Direct Sales.
- Service Level Management: Ensured timely and effective incident resolution by overseeing internal resolution groups and vendor performance.
- Management Support: Served as deputy to the IT management team, contributing to strategic decision-making.
- Problem Management: Provided inputs to problem management initiatives and led the team's efforts in this area.
- Knowledge Transfer: Mentored and trained team members, fostering a culture of continuous learning.
- System Administration: Managed Active Directory and specialized customer systems, ensuring optimal performance and security.
- Data Center & Infrastructure Support: Supervised and maintained data center operations, including electrical support.
- Telephony Support: Provided expert support for advanced phone, PBX, and attendant equipment.
- End-User Engagement: Cultivated strong relationships with end-users, demonstrating excellent communication and presentation skills.
- Vendor Management: Overseen and coordinated vendor activities, including planned and unplanned IT works.
- User Training: Conducted training sessions to enhance internal users' basic PC skills.
- Outage Management: Supervised and supported planned and unplanned outages in the assigned location.

Customer Care Technical Support

November 2009 - April 2012 (2 years 6 months)

- First-Level Technical Support: Provided efficient and effective technical support to customers and internal users.
- Incident Management: Received and logged support requests from the help desk, ensuring timely resolution.
- System Troubleshooting: Resolved critical system bugs in HLR, FNR, and Siebel, directly impacting customer experience.
- Network Outage Management: Conducted thorough reporting and auditing of network outages to identify root causes and prevent recurrence.

Data Support Specialist

June 2008 - November 2009 (1 year 6 months)

- Device Implementation: Provided technical support for the implementation of new data devices for Vodafone customers.
- Internal Customer Training: Conducted training sessions and presentations to educate colleagues on data service features and usage.
- Device Testing: Thoroughly tested new data devices and created comprehensive user manuals.
- Manual Creation: Developed clear and informative user manuals for new data devices.

### Customer Care CSR

February 2007 - June 2008 (1 year 5 months)

- Managed incoming customer inquiries via phone and email efficiently.
- Represented the company professionally and fostered positive customer relationships.
- Leveraged computer systems to identify, research, and resolve customer issues effectively.
- Provided comprehensive product and service information to customers.
- Followed up on customer inquiries to ensure complete resolution and exceed expectations.
- Analyzed billing issues and recommended solutions to optimize customer accounts.
- Actively promoted additional products and services to enhance customer value.
- Maintained detailed call logs and reports to track performance and identify areas for improvement.
- Consistently achieved company targets for productivity, talk time, after-call work, hold time, and first-call resolution.

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### Education

SOS s SOU Technickyh oboru Ceska Trebova  
Elektronik · (2000 - 2003)