

David Szkiba

IT Support | Systems and Infrastructure | Cyber Security Student

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PROFESSIONAL PROFILE

IT support professional with more than two years of experience providing first- and second-line support, troubleshooting hardware and software, managing devices and resolving user issues in professional environments. Currently studying Cyber Security at HND Level 5 while developing practical Linux, networking and infrastructure skills. Seeking an IT support, service desk or junior systems role where technical problem-solving and clear user communication matter.

CORE SKILLS

IT SUPPORT

First- and second-line support; hardware and software troubleshooting; user access; incident documentation; device and asset management; escalation.

WEB AND DELIVERY

HTML; CSS; JavaScript; Git; GitHub; Cloudflare Pages; responsive interfaces; domain and DNS configuration; production deployment.

SYSTEMS AND INFRASTRUCTURE

Windows; Microsoft 365; Ubuntu Linux; Docker; systemd; Technitium DNS; Tailscale; basic networking; remote access; backups.

CYBER SECURITY

Network and systems security fundamentals; access-control concepts; security awareness; risk concepts; current HND Level 5 study.

PROFESSIONAL EXPERIENCE

IT Support Analyst / Service Desk Analyst

[News UK / News Corp](#) | [Peterborough](#) | [Jun 2023 - Sep 2024](#)

- Provided first-line support across Windows, Microsoft 365, user access, hardware and connectivity issues.
- Recorded and triaged incidents, resolved day-to-day problems and escalated issues when appropriate.
- Supported device lifecycle work, including issuing, receiving and tracking IT equipment.
- Explained technical information clearly to users with different levels of technical confidence.

On-site IT Support Technician

[Urban Edge Architecture](#) | [Stamford](#) | [Apr 2022 - Jun 2023](#)

- Delivered hands-on first- and second-line support in an architectural business environment.
- Diagnosed desktop, software, peripheral and basic network problems.
- Assisted with installations, deployments, workstation setup and day-to-day user support.
- Resolved issues independently where possible and escalated more complex faults appropriately.

EDUCATION

BTEC Higher National Diploma in Digital Technologies

[Cyber Security pathway](#) | [Global Banking School, London](#) | [2025 - Present](#)

Currently studying at Level 5, with work across cyber security, networking, programming, business intelligence and work-based learning.

SELECTED PRACTICAL PROJECTS

Linux services and remote access

Personal homelab | Ongoing

- Operate Ubuntu 24.04 services using Docker, systemd and Tailscale-based remote access.
- Configured Technitium DNS, private service access, scheduled updates and timestamped backups.
- Diagnosed a system disk at 99% utilisation and recovered it to 32% by identifying and removing obsolete workloads.

Lelle Nyaralas

Live accommodation platform | 2026

- Designed and delivered a multilingual booking journey for two holiday apartments in Hungary.
- Implemented live availability, enquiry persistence, notifications, administration and conflict-aware calendar approval.
- Live site: lellenyaralas.hu

Retail BI Dashboard

Power BI academic project | 2026

- Built a retail reporting model covering sales, products and stores with interactive analysis.
- Corrected relationship errors, refactored DAX measures and documented staged validation and performance testing.

ADDITIONAL STRENGTHS

Customer-facing communication developed through both technical support and earlier retail experience. Comfortable working independently, collaborating with colleagues, documenting work and learning through hands-on implementation. Languages: English and Hungarian.

CAREER DIRECTION

Immediate focus: IT support, service desk or junior systems work while completing the HND. Longer-term direction: systems, infrastructure and security-focused roles supported by deeper networking and cyber security knowledge.