ILONA LOUČKA

Baked-in automation, rolled in with Cinnamon.

CONTACT

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Czech republic

EDUCATION

'22-'23 (formally terminated in '26)

Ambis University

Bc.: Economics and Management

Prague, Czechia

'17-'19 (transferred)

University of Economics

Faculty of Management, field: Economics

Jindřichův Hradec, Czechia

'16-'17

Business Academy Satalice

High school diploma

Prague, Czechia

'09-'15 (transferred)

Schiller-Gymnasium

State scholarship in bilingual program

Pirna, Germany

LANGUAGES

- **Czech:** C2
- **English:** C1
- **German:** B2

PROFILE

With 7+ years in Linux-heavy ops, I combine infrastructure knowledge (scripting, automation, troubleshooting) with modern AI tools—bridging the gap between backend logic and operational workflows. I bring a curious approach and whole-systems thinking shaped by lived experience.

I thrive with autonomy, continuous learning, and meaningful delivery.
Most recent contractor work over the last 2 years spans banking, energy, and business automation—allowing me to connect real-world technical workload with business needs and processes.

WORK EXPERIENCE

Infrastructure engineer

Zentity – Prague, Czechia (hybrid) – contract 9/'23 - 8/'24

- Delivered Level 2 and Level 3 support for cross-functional projects, including high-profile telecommunications vendors.
- Spearheaded OpenShift and Docker-based deployments, resolving application and namespace configuration challenges.
- Administered and secured Azure-based infrastructure components, including firewall and gateway configurations.
- Enhanced CI/CD workflows by optimizing Jenkins pipelines and Nexus integrations.
- Designed and implemented Zabbix monitoring dashboards, ensuring proactive server health assessments.
- Developed automation scripts in Python and Bash, incorporating cron-based task scheduling.
- Conducted comprehensive application diagnostics utilizing Postman, while managing Nginx reverse-proxy servers and Redis databases.
- Advocated ITIL 4® principles, refining DevOps workflows and facilitating effective project handovers.

Application administrator

T-Mobile – Prague, Czechia (hybrid) – contract 5/'22 - 8/'23

- Supported enterprise-scale VoIP infrastructure and Apache web servers (two application teams), ensuring operational integrity through regular certificate renewals.
- Performed RCAs and t-shooting in a bilingual German environment.
- Managed patch installations, configurations, and updates of system components on Linux and Oracle SQL databases.
- Monitored performance metrics, system connectivity and component functionality with TrueSight and Dynatrace, ensuring high availability.
- Streamlined ITSM workflows and documentation within HP Service Manager, coordinated within teams for approvals and
- implementations. Administered user roles in Avaya Genesys.

SKILLS

- **Cloud Computing:** Azure (FW, GW, VM), OpenStack, VMware ESXi Hyper-V, Amazon WorkSpaces, AWS: S3, IAM, SSM Parameter Store, KMS (SecureString), RDS (psql), EC2 SG, CloudTrail, AWS CLI
- **Virtualization:** VMware, Oracle VirtualBox
- **Containerization:** Docker, k8s, OpenShift
- **Scripting & Automation:** Python, Bash, PS, jq; AI prompting
- **OS**: Linux, Windows
- **Monitoring & Diagnostics:** Zabbix, ELK, AppDynamics, Dynatrace, TrueSight
- **Networking:** CCNA-level concepts, Wireshark, subnetting, TCP/UDP, port scanning, iptables, proxy/reverse
- **Security:** IAM, PAM, CyberChef, crypto, YARA, VPN, Postman/Burp Suite/curl, SIEM, msfvenom, nc, gobuster, nikto
- **CI/CD:** GitHub, GitLab, Jenkins, Terraform
- **Version Control:** Git (Visual Studio)
- **Database:** SQL RDB (MySQL, Oracle), NoSQL (Redis), KQL, DQL (obsidian.md)
- **ITSM Tools:** Atlassian, Remedy, HPSM, ServiceNow, Salesforce

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CREDENTIALS

5/'25 • **PRINCE2® Agile Expert**, (Version 2), PeopleCert

4/'25 • **ITIL® Practitioner**, Monitoring & Event Management, PeopleCert

1-3/'25 • **NIS2 Academy:** Cybersecurity Manager Course, MoyaZone

12/'24 • PRINCE2® Series: Mastering Project Delivery, PeopleCert

11/'24 • OffSec Crash Course, Accenture

5-11/'24 • **Google Cybersecurity Professional**

11/'24 • PRINCE2® Series: Mastering Project Priorities, PeopleCert

10/'24 • Productizing Customer Programs, EverAfter University

10/'24 • ITIL® Series: Practice Guides

6/'24 • **ITIL® Series: AI in ITSM**

WORK EXPERIENCE

Technical support engineer

Chyron – Czechia (remote) – full-time employment 12/'20 - 4/'22

- Monitored 40+ servers using Zabbix, Grafana across two data centers.
- Managed server administration and maintenance, including storage, package updates, and system upgrades for Linux CentOS, Windows file servers, VMware ESXi hypervisors, ELK Stack clusters, MySQL database cluster, and Zabbix servers.
- Applied configuration changes using Python regex and ensured compliance with best practices for migrating changes to test and production environments.
- Troubleshot issues for EMEA and US teams and acted as the primary German Point of Contact.
- Managed Customer Success and ITSM processes through SalesForce.
- Documented procedures and solutions in Confluence and G-Suite.
- Acquired certifications and developed expertise in proprietary programs such as CoachPaint, Paint, PRIME, CAMIO, WeatherSuite, RAID technology, and graphics hardware.

OpsTech IT engineer

Amazon – Prague, Czechia (hybrid) – full-time employment 7-9/'20

- Acted as the German Point of Contact, providing remote support for B2B and B2C clients, including onsite IT and customer assistance.
- Configured and troubleshot personal workstations (Windows, Mac) and provided support for printers, scanners, and mobile phones.
- Managed passwords, accounts, and groups in AD & Group Policy.
- Delivered security awareness training to users, assisting with use cases such on anti-virus, firewall rules, encryption (BitLocker), VPN.
- Monitored performance, tuned systems, and automated tasks using Events, Scheduler, Sysmon, Procmon, PowerShell scripts, and company-wide patch management policies.

Network engineer

NTT – Prague, Czechia (hybrid) – full-time employment 4/'19 - 6/'20

- Diagnosed network issues, including hardware, software, power, and communication problems, primarily for Cisco technologies.
- Provided L1 technical support and managed daily operations, incl. BH/OBH on-calls, acting as the German Point of Contact.
- Conducted technical specifications revisions, Root Cause Analysis, and maintained documentation in the ServiceNow Knowledge Base.
- Managed ITSM workflows in ServiceNow.
- Monitored client infrastructure using Cisco Meraki dashboards, tracking access point capacity, network performance, devices.
- Collaborated on network changes and upgrades.
- Studied CCNA Routing & Switching: IoT, security basics, network structure, network types, (wired) connections, packets, packet analyzers (Wireshark, tcpdump), protocols, subnetting.