



PATRICK ALBRECHT

ONLINE PROGRAM MANAGER & TECHNICAL SUPPORT SPECIALIST

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SKILLS

Technical Support



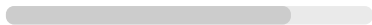
During my four-year training, I experienced many different and sometimes even emotional customer calls on the phone. It helped me to stay calm and organized in hectic times.

Azure



Collaboration for care and maintenance of all Azure systems. Monitoring of the servers and escalation management during downtime including planning and execution of appropriate reactions.

Atlassian



Planning, creation, and care of the JIRA & Confluence Cloud products in the company. Rollout and training of over hundred employees.

SUMMARY

After a four-year training as a certified IT support engineer with a Federal Diploma of Vocational Education and Training and a position in the eCommerce industry, I'm currently expanding my cultural horizon and improving my language at an exchange program in the USA till summer 2018. I'm currently looking for a new job opportunity in the IT or eCommerce industry afterward.

WORK

Media Markt E-Commerce AG

2016-12 - 2017-08

Online Program Manager

- Program manager for collaboration software (Atlassian, JIRA, and Confluence)
- Implementation, introduction and maintenance of monitoring software (Pingdom) for the eCommerce system landscape
- Collaboration on the security of operative online shop processes
- Creation of various eCommerce applications and systems
- Collaboration on the specification of online shop requirements

Media Markt Management AG

2012-08 - 2016-08

Informatiker EFZ (Federal Diploma of Vocational Education and Training)

- Implementation and coordination of hardware, software, network components and communication tools
- Installation and maintenance of PCs, peripheral devices and communication tools
- Receipt and processing of hardware, software, network and communications issues; initiation of repairs and/or escalation procedures
- Monitoring of hardware, software and network availability
- Creation and updating of instructions and checklists
- Helpdesk support

EDUCATION

Olney Central College

2017-08 - 2018-06

Exchange Student

As a part of my exchange program with YFU 2017/2018, I enrolled at the OCC as a full-time student. I stayed with an American host family through the year and was part of the family and the community of Olney. I participated in different classes like English, mathematics or history.

TBZ Technische Berufsschule Zürich

2012-08 - 2016-08

Informatiker EFZ

Apprenticeship in the IT field with a Federal Diploma of Vocational Education and Training. The completed modules included i.a. network infrastructure, LAN components, operate server, Internet connection, hardware planning and implementation, IT Project, and Object-based programming with components.