



CONTACT

mario.mailbox@proton.me

+48 576 019 880

Warsaw

www.framecell.pro/about



EDUCATION

Greenwich University, London, UK

MSC in Cinematography & Postproduction
Completed in 2016

Westminster University, London, UK

BA (Hons) Film & TV Production
Completed in 2012

SKILLS

- **IT & Helpdesk Support:** User assistance, troubleshooting hardware/software issues, managing IT assets, desktop support.
- Critical Thinking, Troubleshooting.
- Problem Solving Under Pressure.
- **Software & Systems:** Microsoft Office Suite, Windows/Mac OS, Zoom, Teams, Webex, Cisco, Polycom, Crestron...etc
- Setting PTZ cameras, Lights & Sound
- Set-Up Meetings & Event Facilitation
- **Customer Services:** Consistent and reliable support, providing accurate and efficient assistance on daily bases.
- Pro-active, efficient, customer-centric support with understandable solutions.
- Professional VIP Customer Service Skills
- **Software Testing & Feedback:** Evaluating new features, collecting user feedback, system troubleshooting.
- Testing & Inventory management.
- **Data Extraction & Reporting:** Generating reports, improving workflow efficiency through IT analysis.
- Using ticketing systems to log, track and support users accounts
- **Project Management:** Coordinating projects, optimizing system performance, training end users.
- Collaboration in software development
- **Health & Safety:** Providing first aid, following health and safety procedures at work.

LANGUAGES

English – C1 Czech – C1
Polish – B2 Slovak – Native

Mario KURUC

IT Support Specialist

PROFILE

Detail-oriented and technically proficient IT Support Specialist with extensive experience in helpdesk support, customer services, software administration, system troubleshooting, and user training. Skilled in managing user accounts, supporting software development and improving IT workflows. Adept at working in corporate and technical environments, providing efficient technical support for live conferences, events and ensuring smooth IT operations. Strong problem-solving skills with a proactive and customer-focused approach.

WORK EXPERIENCE

- **IT Support & AV Technician** 2023 – 2025
Mastercard – London
 - Provided first-line desktop support to users, troubleshooting devices, IT and AV system issues on Windows, Mac, and corporate software applications.
 - Provided technical support in live videoconferences, office meetings webinars, streaming virtual events. Provided VIP support for internal & external clients.
 - Handled logging, tracking, and managing user support requests and technical issues through the organisation's ticketing system.
 - Tested new software functionalities and gathered user feedback to enhance system usability.
 - Managed user accounts and access rights, ensuring seamless login and authentication processes for enterprise applications.
 - Conducted training sessions for staff on IT tools, AV conferencing systems (Polycom, Crestron, Cisco, Zoom, Teams) and best practices.
- **Camera Operator & IT Support** 2019 – 2023
Freelance – RSBC, Arid Pictures, StarStruck, Comic Relief, Kali Arc...
 - Provided technical troubleshooting and IT support for corporate events and video productions.
 - Created audio-visual material in order to improve partnerships and donations.
 - Assisted in website management, improving digital workflow efficiency and system performance.
 - Worked on software improvements and workflow automation, supporting the IT department with process enhancements.
- **Lighting Cameraman / AV Assistant** 2018 – 2019
Agora – Warsaw
 - Delivered AV and IT technical support for live events and corporate meetings.
 - Troubleshoot hardware and software issues, identifying and resolving system faults.
 - Managed inventory and IT assets, ensuring proper maintenance and system functionality.
 - Delivered technical solutions on visual and lighting effects.
 - Maintain excellent internal and external client relations.
- **Lighting Cameraman / AV Technician** 2014 – 2018
Freelance – British Airways, BBC Comic Relief, Sturstruck Media
Tony & Guy, Human Appeal, New Economic Foundation...
 - Filmed and produced high-quality video content for corporate events, interviews, and promotional materials.
 - Managed lighting setups, sound recording, and camera operations, ensuring professional production quality.
 - Provided technical support for AV and IT equipment, assisting in the setup and troubleshooting of conference and event systems.
 - Edited and optimized video content for different platforms, ensuring smooth delivery and high engagement.
 - Collaborated with clients, directors, and production teams to execute creative projects efficiently.
 - Installed, configured, and troubleshoot AV and IT equipment, ensuring seamless functionality for live productions.
 - Assisted with inventory management, maintaining AV and IT assets, and ensuring timely updates.