

CLOUD & IT OPERATIONS SPECIALIST

PÉTER KÓRÉ

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PROFESSIONAL SUMMARY

Driven **Computer Science Engineer** (BSc, 2026) combining a solid academic foundation in cloud architecture and networking with **14 years of enterprise IT infrastructure and telecommunications experience** within the Deutsche Telekom Group (Magyar Telekom). Certified in **Microsoft Azure (AZ-900)**, **Cisco Networking (CCNAv7)**, and **Cybersecurity (CC)**, with hands-on expertise in **identity management (Active Directory / Entra ID)**, and **ITSM workflows (ServiceNow / Jira)**. Proven track record of managing high-availability system operations and executing L1 technical support under strict enterprise SLAs. Seeking a **Cloud & IT Support Specialist** position at top-tier recruitment agencies and global enterprises.

CORE TECHNICAL SKILLS

- **Cloud & Infrastructure:** Microsoft Azure (AZ-900), Google Cloud Platform (GCP), IaaS/PaaS, Cloud Architecture, Virtualization, CI/CD & Serverless Concepts.
- **Networking & Telecommunications:** Cisco Networking Suite (CCNAv7), OSI Model, Routing & Switching, LAN, Wi-Fi, VPN, Network Security, Enterprise Telecom Infrastructure.
- **Operating Systems & IT Operations:** Windows Server, Windows 10/11, Linux Administration, Active Directory, Microsoft Entra ID (Azure AD).
- **ITSM & Methodologies:** ServiceNow, Jira, Incident Management, Root Cause Analysis (RCA), L1 Support & Troubleshooting, SLA Compliance, Agile.
- **Software & Databases:** Python, JavaScript, ReactJS, PHP, REST API, Postman, MySQL, MSSQL, Git / GitHub.

"When we work together he always have kinds words. Positive and encouraging, supportive. I truly enjoy working with him."
— Alexandra Kiss, Colleague

PROFESSIONAL EXPERIENCE

Magyar Telekom (Deutsche Telekom Group) | Budapest, Hungary

Senior B2B Technical Telecommunication Representative | 2021 – 2026

- Maintained high availability and operational stability for enterprise (B2B) background **IT infrastructure** and telecommunication platforms under strict **SLA** frameworks.
- Managed end-to-end **ITSM incident management** processes, executing systematic Root Cause Analysis (**RCA**) and **L1 technical troubleshooting** in an **internal IT ticketing and incident-management system**.
- Collaborated with global cross-functional engineering teams across the Deutsche Telekom Group, utilizing fluent technical English.

Senior Technical Telecommunication Representative | 2017 – 2020

- Diagnosed network connectivity, **Mobile**, **LAN**, and system configuration issues for high-priority corporate clients.
- Optimized diagnostic workflows, reducing mean time to resolution (**MTTR**) for critical network and infrastructure incidents.

Telecommunication Representative | 2012 – 2016

- Executed foundational **IT troubleshooting**, **Windows** environment configuration, and remote customer support.

INTERNSHIP & FREELANCE IT SUPPORT

Information Technology Intern (MTDSC Sport Club) | 2025. 05. – 2025. 11.

- Completed a **six-month IT Support** internship, providing a Consulting **IT technical support** and within a

small sports-club organization.

Information Technology Consultant (Nyarfa Dent Kft.) | 2019 – 2022

- Provided **general** office IT and Website **support** (Telecommunication, PCs, **network/connectivity troubleshooting**, Apache Webserver) for a dental practice, alongside full-time employment.
- Maintained and **supported** a custom-built company **website**, handling content updates, **hosting/domain** oversight, and basic **technical fixes**.

TECHNICAL PROJECTS

Cloud Resume Challenge (Azure Ecosystem)

Link: <https://github.com/peterkore/az-cloud-resume-challenge>

- Built and deployed a serverless cloud application using **Azure Static Web Apps**, **GitHub Actions CI/CD** automation pipelines, and containerized **.devcontainer** workflows.

EDUCATION & CERTIFICATIONS

Gábor Dénes University (GDE) | Budapest, Hungary

BSc in Computer Science Engineer (Graduated: 2026)

- **Key Coursework:* Cloud Computing, Computer Networks & Resiliency, Operating Systems Administration, Databases, IT Security Foundations.

Professional Certifications:

- **Microsoft Certified: Azure Administrator (AZ-104)** in progress, exam scheduled **October 2026** | Microsoft, 2026
- **Microsoft Certified: Azure Fundamentals (AZ-900)** | Microsoft, 2026
- **Certified in Cybersecurity (CC): Security Governance, Policies, & Controls** | ISC² / Deutsche Telekom, 2025
- **CCNAv7: Introduction to Networks** | Cisco Networking Academy
- **Introduction to GCP: Fundamentals of Google Cloud Platform** | Google Cloud / Deutsche Telekom, 2025
- **JAVA Spring Programming & Backend Technologies** | Gábor Dénes University, 2025

LANGUAGES

- **English:** Solid Working Proficiency (Verbal & Written).
- **German:** Good Working Proficiency / Receptive Fluency (Bilingual High School background).