RÉZ LEVENTE

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WORK EXPERIENCE

2026.01. – Present

Security Analyst

Deutsche Telekom ITTC Kft.

Security Incident Detection and Analysis:

- Detection and analysis of IT security incidents in customer environments.
- Monitoring systems and networks to identify suspicious activities and potential threats.
- Investigation of security alerts and assessment of their impact and severity.
- Documentation of findings and preparation of detailed security reports.

Threat Monitoring and Vulnerability Management:

- Tracking emerging IT security threats, including vulnerabilities, zero-day exploits, and malware.
- Creating and fine-tuning detection rules to identify threats in client environments.
- Monitoring security advisories and ensuring up-to-date protection measures.

Log Analysis and Network Monitoring:

- Analysis of logs from security systems (proxy, antivirus, WAF, IDS, web servers, DNS).
- Performing PCAP analysis to investigate network traffic anomalies.
- Applying knowledge of OSI and TCP/IP models to identify and troubleshoot network-related issues.

Malware Analysis:

- Analyzing malicious code in sandbox environments to understand behavior and impact.
- Supporting incident response with detailed technical analysis of malware samples.

Incident and Change Management:

- Handling security-related incidents following established change and incident management processes.
- Coordinating response actions and documenting all activities according to internal procedures.

Technical Skills and Continuous Development:

- Applying knowledge of Windows and Linux operating systems in security investigations.
- Using basic scripting skills (Python, Bash, JavaScript) to support automation and analysis tasks.
- Ensuring continuous security monitoring.
- Maintaining strong communication skills in English and Hungarian.

2025.05. – 2026.01.

Desktop Support Technician

Magyar Telekom Nyrt.

Operating System Upgrades:

- Upgraded company laptops from Windows 10 to Windows 11 according to internal IT procedures.
- Prepared each device for the upgrade by confirming data backups and checking compatibility.
- Installed all necessary system updates, drivers, and security patches.

Data Backup and Restoration:

- Confirmed with users whether personal or work data was backed up before the upgrade.
- When needed, securely copied user data to external drives before performing installations.
- Restored files, settings, and applications after the upgrade process was completed.
- Ensured that no data was lost or compromised during the transition.

Application Setup and User Support:

- Ensured all required software and permissions, including administrator rights, were correctly assigned.
- Assisted users with login issues, software access, and other post-upgrade questions.

User Communication and Scheduling:

- Contacted employees to explain the update process and schedule appointments.
- Booked upgrade sessions and managed daily and weekly update calendars.
- Recorded completed tasks, updated internal logs, and reported daily progress to supervisors.
- Monitored scheduling, inventory, and upgrade documentation to maintain accuracy.

Storage and Inventory Management:

- Worked in the storage area to organize, prepare, and process laptops for deployment.
- Scanned and logged laptops being sent to or received from external warehouses.
- Reinstalled operating systems on older or returned devices for reuse or storage.

Technical and Problem Solving Skills:

- Diagnosed and resolved minor software, hardware, or connectivity issues during upgrades.
- Escalated complex technical problems to senior IT staff when needed.
- Applied troubleshooting techniques to ensure smooth and reliable system performance.

2024.08. – 2025.05.

Senior Administrative Customer Service Representative

Nemzeti Infokommunikációs Szolgáltató Zrt.

Leadership and Team Coordination:

- Supervised a team of customer service representatives handling inbound calls and online inquiries through the national 1818 government helpline.
- Provided daily guidance, task delegation, and performance monitoring to ensure high-quality service delivery.
- Conducted coaching sessions, shared best practices, and supported team members in complex administrative or technical cases.
- Ensured compliance with internal service standards and confidentiality requirements.

Quality Assurance and Process Improvement:

- Monitored service quality, accuracy, and response time, implementing corrective actions when needed.
- Contributed to the development and optimization of internal workflows, scripts, and knowledge base materials.
- Analyzed feedback, call statistics, and performance reports to identify areas for improvement.

Advanced Customer Support:

- Handled escalated cases and sensitive citizen inquiries requiring advanced knowledge of administrative procedures.
- Provided expert assistance on complex topics related to e-government systems, including Ügyfélkapu, Cégkapu, and other digital administration tools.
- Coordinated with governmental departments and IT specialists to ensure accurate and timely issue resolution.

Training and Knowledge Development:

- Organized onboarding and refresher trainings for new and existing team members.
- Developed internal guides and reference materials to standardize customer communication and support processes.

- Stayed current with changes in public administration laws, digital platforms, and government policies.

Reporting and Communication:

- Prepared daily and weekly performance summaries for management.
- Maintained transparent communication channels between the customer service team and supervisory staff.
- Represented the team in internal meetings and contributed to departmental improvement initiatives.

2023.09. – 2024.08.

Administrative Customer Service Representative

Nemzeti Infokommunikációs Szolgáltató Zrt.

Customer Assistance and Inquiry Handling:

- Handled inbound calls and written requests through the 1818 government customer service line.
- Provided accurate and timely information to citizens regarding public administration procedures and digital government services.
- Answered general inquiries, guided users through online platforms, and supported access to official e-services.

Administrative Support and Data Management:

- Logged, tracked, and categorized all customer interactions in the internal CRM and ticketing systems.
- Maintained up-to-date records to ensure accuracy and compliance with internal regulations.
- Assisted in verifying user identities and processing administrative requests according to established protocols.

Government Service Guidance:

- Informed callers about the use of online administration tools such as Ügyfélkapu and Cégkapu.
- Explained required documentation, deadlines, and procedures for various public services.
- Ensured that all communication followed government standards and confidentiality policies.

Problem Solving and Escalation:

- Identified recurring or complex cases and escalated them to relevant departments or specialists.
- Provided feedback to improve knowledge base articles and internal workflow efficiency.
- Applied critical thinking to deliver accurate and citizen-friendly solutions.

Professional Communication and Teamwork:

- Maintained a polite, professional, and empathetic communication style at all times.
- Collaborated with team members to ensure consistent service quality and meet daily performance goals.
- Participated in regular training sessions to stay updated on new administrative procedures and digital tools.

2022.02. – 2023.09.

Inbound Customer Service Representative

Magyar Telekom Nyrt.

Customer Support and Problem Solving:

- Handling inbound customer calls related to home internet, television, and mobile services.
- Responding to technical, billing, and account-related inquiries, while providing step-by-step support.
- Ensuring clear, professional, and empathetic communication to deliver a positive customer experience.
- Diagnosing service issues, guiding customers through troubleshooting processes, and escalating more complex cases to technical specialists when necessary.

Product and Service Advisory:

- Supporting customers in understanding service options, promotions, and package upgrades.
- Recommending personalized solutions to improve service quality and customer satisfaction.
- Processing service modifications, new orders, and cancellations in the internal CRM system.

Administration and System Usage:

- Accurately documenting customer interactions and case resolutions in company databases.
- Maintaining up-to-date knowledge of Telekom’s home and mobile service portfolio and applying it in daily work.
- Strictly following internal policies regarding data protection, billing, and contract management.

Customer Retention and Satisfaction:

- Identifying opportunities to retain existing customers through proactive service and personalized offers.
- Contributing to team performance KPIs, with a focus on customer satisfaction, response time, and resolution rate.
- Receiving positive feedback from customers and management for professional and solution-oriented customer handling.

Collaboration and Continuous Development:

- Closely collaborating with colleagues across departments to ensure fast and efficient problem resolution.
- Participating in professional training sessions to stay up to date with new systems, services, and workflows.
- Sharing best practices and professional experience with colleagues to continuously improve team performance.

EDUCATION

TECHNICAL SKILLS

Docker **Microsoft Defender** **CrowdStrike Falcon** **Cortex XDR** **Python** **Linux** **Active Directory** **Bash**

FEATURED PROJECTS

M3U-ST

The purpose of the software is to provide a way to test an existing M3U or M3U8 file. The program checks whether a response is received from the strea...

StaySync

The program implements a terminal-based accommodation booking system. It was developed for the Object-Oriented Programming (MEIN-AN07) course at Gábor...

Road register

This program implements a simple vehicle data registry. It prompts the user to enter the vehicle type, license plate number, odometer reading, and rou...

Magical 26

The project was developed for the Problem Solving and Algorithms course (MEIN-AN07) of the Computer Engineering program at Gábor Dénes University.The...

AstraDrive

A collaborative effort by "Réz Levente László" and "Nemoda Márk Levente," first-year students at Gábor Dénes University. A web application project cre...