

CONTACT

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martinluzak.sk

LOCATION
Vienna · Bratislava · Remote

LANGUAGES

Slovak	Native (C2)
English	Upper-intermediate (B2)
German	Beginner (A1)

SKILLS

Technical & Systems

- Networks & routing, LTE
- Satellite networks (VSAT, Starlink)
- Monitoring (Zabbix)
- SQL (Oracle, MS SQL Server)
- API testing (Insomnia)
- Active Directory, Windows, Linux
- Microsoft 365 administration

Web Development

- Next.js, React, TypeScript
- Vercel, GitHub, Git
- MapLibre, OpenStreetMap
- AI-assisted development

Methods & Operations

- ITIL 4 service management
- Agile, Scrum, Jira
- Incident & problem resolution
- Software & regression testing

Martin Lužák

IT Support & Network Engineer · Web App Builder

WHERE LOGIC MEETS HUMANITY

Since 2017 I have worked across IT support, network operations, banking systems and logistics monitoring, combining precise diagnostics with patient, direct user care. I also design and ship my own web applications for real everyday problems. I make technology work reliably for the people who depend on it.

THINGS I'VE BUILT

Pendler — work and life between Slovakia and its neighbours 2026

pendler.martinluzak.sk · Android app available

Guide for cross-border commuters to AT, CZ, HU, PL and UA: net salary and commute calculators, deadline reminders, office guides and community maps. No sign-up, works offline.

time2go — public transport planner for Central Europe 2026

time2go.martinluzak.sk · Android app available

Train, bus and city transport connections across SK, CZ, HU, PL and AT, including cross-border trips with transfers, on a map in six languages.

Next.js · React · TypeScript · MapLibre · OpenStreetMap · Transitous / MOTIS

Diatyrnavia — new website for a diabetes NGO 2026

diatyrnavia.martinluzak.sk

Complete redesign of the Trnava Diabetes Association website: an accessible, senior-friendly 12-page site with large type, high contrast and an online membership form.

Why You Matter — open-access crisis support platform 2026

why-you-matter.org

Zero-tracking digital lifeline with psychological first aid and verified crisis helplines for 252 countries and territories in 101 languages. WSA 2026 nominee.

thoughts.global — "Thoughts Are Not A Crime" 2025

thoughts.global

Mental-health awareness website that helps people understand intrusive thoughts and turn them into creative energy, available in 54 language and regional versions.

martinluzak.sk & video production 2019 – 2026

Personal website in six languages (Next.js, Vercel, Supabase, Sentry); award-winning community video campaign and digital-literacy tutorials for DIATYRNAVIA.

WORK EXPERIENCE

B2B Customer Success & Support Specialist Oct 2026 – Present

CREATIVE sites, s.r.o. · Bratislava · e-commerce platform for 1,600+ online shops

First point of contact for e-shop clients by email and phone. I translate client problems into clear tasks for the IT team and explain technical solutions in plain language.

- Resolve e-shop issues from bugs to admin-system guidance; proactively spot problems before clients call.
- Coordinate smaller projects (ERP integrations, supplier imports, automations, new features) with developers and marketing.

Nonprofit Assistant — Humans & IT Feb 2019 – Aug 2026

Zväz diabetikov Slovenska – DIATYRNAVIA · Trnava

Executive and technical assistant to the chairwoman: co-organizing community events, digital literacy training for seniors, Windows & Microsoft 365 administration and promo video production.

> Contributed to the national **Senior Friendly 2023** award.

CERTIFICATIONS

Atlassian Agile Project Management
Professional Certificate · Atlassian

ITIL® 4 Foundation
IT Service Management · AXELOS

Cisco CCST Cybersecurity
Cert Prep · Cisco

Negotiation Professional Certificate
American Negotiation Institute

Lean Six Sigma Foundations
Process Excellence

Adobe Premiere Pro 2025
Professional Certificate · Adobe

All verified credentials:
martinluzak.sk/certificates

HUMAN SKILLS

- Customer focus & empathy
- Active listening
- Technical mentoring & training
- Negotiation & de-escalation
- Clear stakeholder communication
- Calm under pressure

CREATIVE

- Video production & editing
- Adobe Premiere Pro
- Educational content

WORK EXPERIENCE (CONTINUED)

Technical Network Support Engineer (Tier 2)
Jun 2025 – Dec 2025
Marlink s.r.o. · Bratislava

Mission-critical network support for global maritime fleets under strict SLAs, via ticketing and live phone assistance for vessel captains and onboard engineers. Troubleshot vessel networks, VSAT terminals, Starlink antennas and onboard routers.

> Resolved complex incidents across hybrid connectivity combining traditional VSAT with Starlink.

System Health Engineer & Tester
Sep 2024 – Apr 2025
ForesServices, s. r. o. (Fores Technology Group) · for DPD

Ensured continuous uptime and zero parcel-flow disruption across 4 European markets (NL, CH, BE, SK) through 7-day proactive Zabbix monitoring and systematic Insomnia API regression testing.

Banking Implementation Specialist
Mar 2021 – Mar 2023
Regional Card Processing Centre, s. r. o.

Implemented application and banking product changes; configured high-availability bank parameters and SQL settings with zero downtime. Worked daily with Jira, Git, DB Manager and SQL.

> Projects included Croatia's Euro adoption (Kuna → Euro) and the Raiffeisen Bank → KBC Group integration.

Customers Network Support Specialist
Mar 2020 – Feb 2021
SWAN, a.s. · Bratislava

Maintained Tier 2 network stability and resolved high-volume routing and LTE incidents during the COVID-19 lockdown, keeping remote connectivity running for schools and universities.

Manual Tester & Client Trainer
Dec 2018 – May 2019
KASO TECHNOLOGIES, s. r. o. · Bratislava

Hardware/software testing and client training for self-service POS checkouts during Slovakia's nationwide transition from fiscal printers to online eKasa.

EDUCATION

Secondary Technical School of Transport, Trnava (SPŠD)
2013 – 2017
Electrical Engineering · Maturita (secondary school leaving exam)