

Alexander Janzen

IT SYSTEM ENGINEER

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PROFILE

IT System Engineer with 3+ years of experience operating, analyzing and integrating complex IT infrastructures – from national checkout system landscapes (GK12) to Active Directory and Linux/Windows systems up to VLAN-segmented test environments. Strong in structured troubleshooting, system integration, test and rollout validation, and coordination with vendors and internal departments.

PROFESSIONAL EXPERIENCE

EDEKA IT Stiftung & Co. OHG - Hamburg, Germany — IT Consultant for POS Technology (3rd Level) 06/2023 – Present

- Operation, analysis and 3rd-level support of national POS software and checkout system landscapes (GK12)
- Administration and further development of technical test environments including LAN, VLAN, WLAN and VPN
- System-level troubleshooting across software, hardware, network and operating system layers
- Hardware, firmware and software testing including evaluation prior to production deployment
- Coordination with vendors and internal departments, technical documentation, onboarding of working students

IAP GmbH - Hamburg, Germany — System Administrator / IT Support 11/2022 – 05/2023

- Managed data center and IT infrastructure, 1st/2nd-level support, monitoring of data backups
- Contributed to customer projects and infrastructure topics

digital.promo GmbH - Hamburg, Germany — IT Specialist - Infrastructure & Web Projects 07/2022 – 11/2022

- Supported technical projects involving infrastructure, web technologies and databases

ADS Steuerberatungsgesellschaft - Hamburg, Germany — IT Management Assistant Apprenticeship (IHK) 08/2019 – 06/2022

- Hands-on training in IT infrastructure, Active Directory and DATEV; automation with VBA and SQL

SKILLS

- Systems: Windows, Linux, Active Directory, DATEV, POS system landscapes
- Networking: LAN, VLAN, WLAN, VPN, firewalls, routing & switching (CCNA v7)
- Infrastructure: test environments, hardware/firmware testing, rollouts, system integration
- Tools & Methods: Jira, Scrum-related workflows, structured troubleshooting, technical documentation
- Development: SQL, VBA, HTML, CSS, JavaScript, ASP.NET fundamentals

EDUCATION & CERTIFICATIONS

- IT Management Assistant (IHK) – 2022
- Advanced Technical College Entrance Qualification (Business) – 2019
- CCNA v7 – Cisco Networking Academy: Introduction to Networks, Switching & Routing, Enterprise Networking, Security & Automation

LANGUAGES

German (native) · English (business fluent) · Russian (basic)

HOBBY

Home lab: Proxmox virtualization, TrueNAS, self-hosting, network and firewall environments