

GERGŐ VISKI- VANKÓ

IT SUPPORT | SOFTWARE QA | JUNIOR DEVELOPER

WANKOTECH.COM



PROFILE

I work in the IT sector, where analyzing system behavior, identifying issues, and solving technical problems are part of my daily responsibilities.

I collaborate closely with developers and technical teams, which gives me a solid understanding of software workflows and incident management processes.

I gained hands-on experience in software testing and technical support while continuously expanding my development and technical knowledge.

CONTACT

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WORK EXPERIENCE

Software QA

Manpower Business Solutions Kft | 2024.07- 2026.03

- Performed technical validation of cross-platform software to ensure stable and reliable operation
- Analyzed and reproduced issues to support faster bug fixing by development teams
- Created structured bug reports in Jira to improve issue tracking workflows
- Executed integration, regression, and performance testing for new builds
- Analyzed test results and prepared reports to support release decisions
- Supported onboarding of new team members and created internal documentation

IT Support, Application Support

Sion Security Kft. | 2023.03 - 2024.06.

- Provided technical support for residential and business customers, ensuring service continuity
- Managed incident handling and customer communication for faster issue resolution
- Performed manual validation and testing of internally developed applications
- Executed integration and regression testing to maintain system stability
- Collaborated closely with internal IT teams to escalate and resolve technical issues
- Supported IT operations in a multi-shift environment

Education | 2022-2023

Prognatic Academy

frontEnd project :

- Custom-built website using React
- Experience working both independently and in a team environment

fullStack project

- Custom webshop development from scratch (frontend and backend)
- Agile / Scrum methodology

Technical Skills

HTML, CSS, JavaScript, React, Python, Web API

Jira, Git, MySQL, Insomnia, JSON

Agile / Scrum • OOP • UI/UX • Responsive Design

IT Support & Customer handling

Incident management, Troubleshooting & problem solving,

Technical communication with customers,

Support for residential and business clients,

Solution-oriented and customer-focused mindset

