

TAMAS MOLNAR

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Summary:

Entry-level IT Support candidate with strong customer-facing and problem-solving experience gained in high-pressure hospitality environments. Proven ability to troubleshoot issues, manage multiple requests, and communicate clearly with users. Supported by hands-on home lab experience and self-directed technical projects

Seeking a 1st Line IT Support or Service Desk position in London, where I can apply my technical knowledge and continue growing within IT infrastructure and support.

Certifications:

- CompTIA A+
- ITIL v4 Foundation

Technical Skills:

Operating Systems: Windows 10/11 installation, setup and troubleshooting, system configuration and diagnostics.

Networking: LAN/WAN troubleshooting, router configuration, TCP/IP basics, Active Directory awareness.

Platforms & Tools: Microsoft 365, Google Workspace, WordPress, basic AWS, ServiceNow, Planon.

Remote & Support Tools: TeamViewer, AnyDesk, NoMachine, remote diagnostics and access.

Hardware: PC building and upgrading, system diagnostics, performance optimisation, GPU undervolting and tuning.

Development & Automation: VS Code, Claude Code, Codex, ComfyUI workflows, Figma, prompt engineering, local LLM setup.

AI & Labs: Local AI environment configuration using GPU hardware.

Work Experience:

Hospitality Assistant — BM Caterer, London | Jan 2025 – Feb 2026

- Delivered professional service in a high-end corporate environment with strong attention to detail.
- Maintained operational accuracy under pressure, ensuring smooth service delivery.
- Provided efficient issue resolution and customer support using structured workflows.
- Gained familiarity with ticketing systems (Planon interface).

Duty Manager — Pausa Coffee / Dunelm, London | May 2024 – Nov 2024

- Managed daily operations and coordinated staff using digital scheduling tools.
- Improved customer service procedures and increased repeat engagement through consistent process monitoring.
- Used ServiceNow for basic task and ticket handling alongside daily operational responsibilities.
- Reduced operational waste by 15% through process analysis and planning.

QSR Supervisor — Gran Bar, Eataly, Liverpool Street | Sept 2023 – Jan 2024

- Streamlined workflow efficiency and service speed through task prioritization and system monitoring.
- Monitored KPIs to identify performance improvements.

Duty Manager — McDonald's, Chelsea | May 2019 – Sept 2023

- Coordinated daily operations for a 60-person team, managing multiple simultaneous priorities in a fast-paced environment.
- Optimised customer service procedures, increasing monthly satisfaction by 5%.
- Reduced waste by 3% through regular staff training and process improvements.

Interests:

- AI tools and automation.
- Building personal projects using VS Code and modern development tools.
- Photography and travel.
- Continuous self-learning.

Additional Certifications:

- AutoCAD
- FESTO Didactic I/E311, I/P111 PLC