

Laszlo-Szilard Viski

Global Incident Control (MoD)

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Professional Summary

Experienced Manager on Duty at Global Incident Control. I have spent 5 years working organizing calls to solve crucial incidents within the company.

Additionally, it was my duty to open tickets, to inform the top management about major incidents and ongoing situations, to have an overview of critical changes within the company and to create reports for the management.

Main purpose was to solve incidents to minimize impact on our customers by resolving incidents as fast as possible.

Work Experience

Global Incident Control (MoD)

T-Systems Slovakia | Dec 2017 – Jun 2022

Key Responsibilities:

- Managed **high and critical incidents** to ensure timely resolution.
- Informed **top management** about ongoing high and critical incidents.
- Escalated issues with **suppliers/vendors** following the **Zero Outage** framework.
- Monitored and maintained an overview of **critical changes** impacting service delivery.
- Conducted **fire drills (simulations)** for Managers on Duty to prepare for incident handling.
- Handled **strictly confidential documents** in alignment with company protocols.
- Created, updated, and resolved tickets using **ServiceNow** and other **ITSM tools**.

Key Skills & Knowledge Applied:

- **ITIL v3** – specializing in Incident, Problem, and Change Management.
- Expertise in **Zero Outage** principles.
- Managed **escalation processes** for vendors and internal teams.
- Communicated with **top management** and other stakeholders.
- Demonstrated **professional email communication** and **report creation** abilities.
- Planned **shift schedules** to ensure 24/7 service continuity.

Classic Car restorer

Freelancer | Jun 2022 – Oct 2017

I gained comprehensive expertise in various automotive tasks, including:

- **General repairs** to ensure mechanical integrity and authenticity.
- **Precision paintwork** to restore and preserve original finishes.
- **Thorough engine overhauls** to optimize performance and reliability.
- **Intricate bodywork restoration** for structural and aesthetic accuracy.
- **Expert electrical system diagnostics and repair** to restore functionality to original standards.

Education

High School

Colegiul National, ANDREI MUREȘANU, Dej

Mathematics and Informatics | *Sept 2008 – Jun 2012*