

Remigiusz Wisniewski

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EDUCATION

University Of Illinois at Chicago

Bachelor of Science in Computer Science

Chicago, IL

August 2024

EXPERIENCE

Application Support Engineer

December 2025 - Present

Crypto.com — <https://www.crypto.com/>

Chicago, IL

- Provide operational and technical support for the NADEX derivatives exchange, ensuring stability and availability of Production and Demo trading environments.
- Monitor exchange infrastructure including Linux servers, job schedulers, and system monitoring platforms to proactively detect performance issues and maintain high system availability.
- Troubleshoot production incidents affecting trading systems, diagnosing issues across application logs, databases, and networking layers to restore services quickly in a time-sensitive trading environment.
- Onboard market makers and liquidity providers using the FIX protocol, configuring connectivity, validating message flows, and supporting integration with the exchange trading gateway.
- Utilize SQL to investigate trading and system data during incident analysis and operational troubleshooting.
- Collaborate with developers, infrastructure engineers, and exchange operations teams to investigate issues and implement system improvements.

System Support Analyst

February 2025 - November 2025

Geneva Trading — <https://www.genevatrading.com/>

Chicago, IL

- Provided first-line, on-site support five days a week for traders, troubleshooting hardware, software, and network issues, and ensuring efficient, high quality desktop support in a fast paced, high pressure trading environment.
- Utilized JIRA to track tasks and escalations, and authored detailed documentation in Confluence.
- Developed a Python script to process and chart big data from hardware benchmark tests, enabling identification of optimal hardware standards for high performance trading workstations.
- Installed and configured network diagnostic tools with Microsoft Intune, updated cloud settings to ensure correct monitoring targets for traders' connectivity.
- Managed user accounts and access using Active Directory and Microsoft SCCM.
- Collaborated with trade support teams to monitor critical applications and infrastructure, ensuring minimal downtime and rapid issue resolution.
- Utilized Microsoft Azure, Intune, and Entra for seamless provisioning, management, and decommissioning of trader workstations, streamlining IT processes.
- Maintained accurate hardware and software inventory using Microsoft Excel.

PROJECTS

In-Transit | C#, Unity, CAVE2, VR Development | evl.uic.edu

August 2023 - December 2023

- Awarded Open Project Developer Level I by IBM (for demonstrating innovative use of agile tools, APIs, microservices, and collaborative development practices in creating socially responsible cognitive solutions).
- Developed InTransit, a virtual reality (VR) application for UIC's CAVE2, designed to simulate the experience of a panic attack in the Chicago subway system, promoting mental/emotional well-being awareness.

Hackathon Winner | Reddit / Twitter Media Enhancer | Python

February 2021

BrickHack 7 | University of Rochester | devpost.com/remikwisniewski

- Awarded "Dolby.io 2nd: Best Use of Media Processing APIs and Best Use of Interactivity APIs" at the hackathon.
- Developed a Python script that automatically processes videos from social media threads, removes background noise, enhances audio quality using the Dolby.io API, and posts the improved clip back to the thread.

TECHNICAL SKILLS

Languages & Libraries: Python, PowerShell, C#, C/C++, Go, Java, JavaScript, ReactJS

DevOps, Cloud & Collaboration: Microsoft Azure, AWS, Google Cloud Platform, Microsoft Intune, Entra, GitHub, JIRA, Confluence, Docker

Web Development & Databases: HTML, CSS, SQL, MySQL, MongoDB, Kareo

System Administration: Active Directory, Microsoft SCCM, Linux (Rocky, Ubuntu)