

Radek Nováček

Application & Technology Specialist — Systems, Integrations & Technical Delivery

Prague, Czechia · 11 July 1996

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Professional Profile

Technical application specialist with 6+ years of experience across application ownership, integrations, technical support and delivery in international environments.

Currently responsible for the technical operation and evolution of PetExpert systems across Czechia, Slovakia and Belgium, working across business stakeholders, product, engineering teams, veterinary partners and external vendors.

Experienced in translating business requirements into technical implementation, coordinating releases, managing integrations and solving complex production issues. Combines strong technical depth with end-to-end ownership, stakeholder communication and operational responsibility.

Experience

Oct 2025 – Present · Prague / International

PetExpert by Trupanion

Application Support Specialist / Developer

- Own the technical operation and ongoing evolution of PetExpert systems across Czechia, Slovakia and Belgium.
- Act as a key technical point of contact between business stakeholders, product, engineering teams, veterinary partners and external vendors.
- Translate business and operational requirements into technical solutions and coordinate their delivery.
- Own integrations with veterinary systems and external services, including technical onboarding, troubleshooting and ongoing partner coordination.
- Coordinate implementation, testing, production releases and post-release support across multiple markets.
- Lead and support production changes, including out-of-hours deployments and incident resolution.
- Investigate complex application and integration issues across APIs, databases, logs and infrastructure.
- Drive technical ownership, prioritisation and dependency resolution across internal teams and suppliers.
- Contribute to product and technical decisions for the PetExpert platform and directly own selected systems and capabilities.

Dec 2022 – Sep 2025 · Prague, Czechia

GoodData

Technical Support Engineer

- Provided advanced technical support for GoodData's analytics platforms across complex customer environments.
- Investigated application, infrastructure, API and data-layer issues using logs, Splunk, SQL and internal diagnostic tooling.
- Worked directly with engineering and product teams on escalations, defect investigation and platform issues.
- Developed internal tooling and automation to improve support workflows and operational efficiency.
- Worked with GoodData Cloud and GoodData Platform, including APIs, SDKs, dashboards, deployment tooling and data integrations.
- Helped improve internal processes and knowledge sharing, including training for L1 and L2 engineers.
- Coordinated technically complex cases across Support, Engineering, Product and customer-facing teams.

Dec 2019 – Nov 2022 · Prague, Czechia

Ribbon Communications

Technical Support Engineer

- Provided L2 technical support for enterprise telecommunications systems, primarily Ribbon Session Border Controllers.
- Investigated complex software and network issues using system logs, diagnostics and customer-provided data.
- Supported business-critical incidents and coordinated technical recovery with customers and internal engineering teams.
- Managed technical escalations in production environments where service availability and rapid incident resolution were critical.

Jul 2019 – Dec 2019 · Prague, Czechia

Alza.cz

Sales Specialist

Customer-facing sales role at Alza's Holešovice flagship showroom, advising customers on technology products and services.

May 2018 – Jul 2019 · Prague, Czechia

GODS, s.r.o.

Sound Engineer

Supported television production, with responsibility for microphones, recording equipment and production audio.

Oct 2017 – Nov 2017 · Prague, Czechia

GODS, s.r.o.

Video Editor

Short-term video production project covering video and audio editing, synchronisation and visual effects.

Capabilities / Skills

Application & System Ownership: Business-critical applications · Production operations · Technical troubleshooting · Incident management · Release coordination

Integrations & Data: REST APIs · System integrations · SQL · MySQL · JSON · Data troubleshooting · Splunk

Technical Delivery: Requirements analysis · Technical solution design · Testing & releases · Vendor coordination · Stakeholder management · Cross-functional delivery

Development: TypeScript · JavaScript · React · Python · PHP · Node.js · HTML/CSS

Infrastructure & Tooling: Linux · Docker · Kubernetes · Git · GitHub · GitLab · Jira · Salesforce · GoodData Cloud · GoodData Platform

Education

Czech University of Life Sciences Prague — Faculty of Engineering

Road Transportation and City Traffic

2017 – 2020 · Prague, Czechia

Gymnázium Litoměřická

Maturita — IT focus

2008 – 2016 · Prague, Czechia

Languages

Czech: Native **English:** Full professional proficiency