



MICHAŁ PAWLAK



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LinkedIn Profile



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Portfolio Link

KEY COMPETENCIES

- IT Systems Administration
- Monitoring and Optimization of IT Infrastructure
- Diagnosis and Troubleshooting of Technical Issues (Hardware/Software)
- User Account and Access Management
- Group Policies
- Active Directory
- Network Infrastructure Configuration
- Scripting and Developing Applications for IT Process Automation
- Proficiency in Windows 10/11 and Linux Systems
- Creating Technical Documentation and IT Procedures
- Technical Support for Event and Training Organization
- Structured Cabling Organization and Management
- C++
- C#
- SQL
- Python
- Unity
- Arduino
- Unreal Engine
- Blender
- Visual Studio
- Jira
- TestRail
- Git
- GitLab
- MS Office Suite Configuration
- Graphic Design Software
- Video Editing
- Analytical Thinking
- Teamwork
- Communication Skills
- Process Optimization
- Data Analysis
- Error Reduction Strategies
- Problem-Solving Skills
- SEP Certification up to 1kV
- Driving License Category B (2020)
- Driving License Category C (2022)

ABOUT ME

I am a first-year Computer Science student at the Polish-Japanese Academy of Information Technology. I quickly acquire new skills. I am open to development and gaining professional experience.

WORK EXPERIENCE

**OCT 2024
MAR 2025**

**HELPDESK IT
SODEXO POLSKA SP. Z O.O**

- Automating IT processes by writing scripts and developing tools to support infrastructure.
- Creating technical documentation and network infrastructure maps at the company headquarters.
- Administering IT infrastructure, including managing user permissions and access to network resources.
- Remotely diagnosing and resolving technical issues reported by users in the Jira system.
- Monitoring and maintaining IT system uptime and devices to ensure operational continuity.
- Implementing technology projects (e.g., carve-out) and deploying new infrastructure solutions.
- Configuring workstations, user accounts, and peripheral devices, including network printers.
- Installing and configuring operating systems in compliance with organizational security policies.
- Providing technical support during conferences and events, including AV setup, network configuration, and streaming.
- Managing and organizing structured cabling (patching, network cable cross-connections).
- Training employees on hardware and software usage, including IT security best practices.
- Preparing and organizing workstations, ensuring order in the IT infrastructure.
- Diagnosing and servicing peripheral devices and user applications.

FOREIGN LANGUAGES

English - B2	70%
German - B1	40%

INTERESTS

- Film
- Graphic Design
- New Technologies
- Programming
- Computer Games
- Electronics
- Travel
- Cars
- Animals

REFERENCES

AVAILABLE UPON REQUEST

AUG 2019
FEB 2023

PROGRAMMING TEACHER PROGRAMMING GIANTS

- Lesson plan creation
- Conducting educational classes
- Individual approach to students
- Assessing student progress
- Organizing workshops and projects
- Communication with parents/guardians
- Ensuring safety

JUN 2019
AUG 2019

IT TECHNICIAN PROGRAMMING GIANTS

- Software installation
- Hardware configuration
- Conducting programming classes for children and youth
- Designing graphics and banners
- Creating logos
- Photo editing
- Social media marketing

EDUCATION

SEP 2024

ENGINEERING STUDIES - COMPUTER SCIENCE POLISH-JAPANESE ACADEMY OF INFORMATION TECHNOLOGY

SEP 2018
MAY 2022

TECHNICAL SCHOOL OF GRAPHICS AND DIGITAL ZS NO. 1 MARIA CURIE-SKŁODOWSKA SCHOOL IN WYSZKÓW

COURSES, TRAININGS, CERTIFICATES

JUN 2025

SZKOLENIE PRAWNO PODATKOWE

JUN 2023

GAME DEVELOPMENT COURSE IN UNITY

APR 2023

"SOFTWARE TESTER" COURSE

MAR 2023

OPERATION WITH ELEMENTS OF SUPERVISION OVER THE OPERATION OF INSTALLATIONS AND ELECTRICAL DEVICES POWERED BY VOLTAGES

MAR 2022

DIGITAL PRINTING AND PRINT PROCESSING

MAR 2022

"MULTIMEDIA IN ADVERTISING" COURSE

SEP 2021

PREPARING AND CREATING GRAPHIC WORK AND DIGITAL PUBLICATIONS

SEP 2016
JAN 2017

INTRODUCTION TO PROGRAMMING AND HACKING