

# MICHał PAWLAK



## 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)



**Phone**  
+48 516 543 918



**Email**  
michal.pawlak.praca@gmail.com



[LinkedIn Profile](#)



[Portfolio Link](#)

## ABOUT ME

I am a second-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

DEC 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 - C1	70%
German - B1	40%

## INTERESTS

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

AUG 2025

DEC 2025

## WEB DEVELOPER

RIMET SP. Z O.O

- End-to-end website development
- Implementation of visual and functional layers
- Adaptation for various devices and browsers
- Performance and structure optimization
- Website deployment and configuration

AUG 2025

NOV 2025

## CRM SYSTEMS IMPLEMENTATION SPECIALIST

ERPSPACE SP. Z O.O

- Delivery of client system implementations
- Business process design
- Configuration of system environments
- Preparation of project documentation
- Development of training materials
- Handling user and partner requests
- Coordination of operational activities

## EDUCATION

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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

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JUN 2025

**LEGAL AND TAX TRAINING**

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**

## REFERENCES

AVAILABLE UPON REQUEST