



MICHAŁ PAJĄK

IT SUPPORT • DESKTOP & ENDPOINT SUPPORT •
WINDOWS

Hands-on IT specialist with team coordination experience

Kraków | +48 698 406 640 | michal.pajak@outlook.com |
[linkedin.com/in/michal-pajak](https://www.linkedin.com/in/michal-pajak) | www.michal-pajak.pl

PROFESSIONAL PROFILE

IT Support / Desktop & Endpoint Support specialist with 25+ years of experience in corporate and public-sector environments. I combine 1st/2nd line user support and Windows endpoint administration with Microsoft 365, Active Directory, SCCM, BitLocker/MBAM, ITSM and PowerShell automation. I spent several years coordinating teams and technicians, but I still prefer a hands-on role: troubleshooting, working directly with users and endpoints, and improving support quality.

25+ years in IT • 6 years coordinating teams • 150+ endpoints managed with Action1 RMM

CORE SKILLS

SUPPORT & ENDPOINT

1st/2nd Line Support • Desktop / Onsite Support • Windows 10/11 • SCCM • Action1 RMM • workstation deployment

ITSM & OPERATIONS

GLPI • CA SDM • CA ITSM • HPSM • OMT • SLA • troubleshooting • documentation • knowledge base

HARDWARE & ONSITE

hardware diagnostics • network printers • profile migrations • hardware refreshes • VIP users

MICROSOFT & SYSTEMS

Active Directory • Microsoft 365 • Windows Server • Hyper-V • BitLocker • MBAM • Intune fundamentals

AUTOMATION

PowerShell • administrative task automation • installation / configuration / cleanup • standardization

PROCESSES

ITIL • escalations • technician coordination • IT standards • endpoint security

PROFESSIONAL EXPERIENCE

NUCONIC Sp. z o.o. | Węgrzce Wielkie

06/2026 - 09/2026

IT Team Leader | IT Specialist

- Deployed Action1 RMM to 150+ endpoints, bringing inventory, patching, updates and remote workstation management under central control.
- Built dozens of automations and scripts for software installation, configuration, cleanup and recurring support tasks.
- Set up and structured GLPI as the central Help Desk / ticketing channel, introducing ticket-handling rules and operational documentation.
- Combined hands-on support with team coordination and prepared the roadmap for AD, Intune and endpoint encryption.

AFNET Sp. z o.o. | Kraków

09/2025 - 05/2026

IT Specialist

- Provided remote and onsite 1st/2nd line support for SME clients: Windows, hardware, applications, user accounts, printers and basic network issues.
- Administered Active Directory, Microsoft 365 and Hyper-V, and worked day to day with ESET Protect.
- Deployed and replaced workstations, servers and network devices; automated administrative tasks with PowerShell.

PGE Systemy S.A. | Kraków

01/2020 - 08/2025

Senior Specialist / Specialist - Local IT Lead CORE EXPERIENCE

- Coordinated local IT support across 3 locations while remaining hands-on with users, endpoints and incident resolution.
- Handled and supervised tickets in CA ITSM, OMT, HPSM and CA SDM in an environment operating under SLAs, procedures and corporate standards.
- Managed Windows endpoints with SCCM 2012 R2: deployment, application installation and repair, configuration, BitLocker and profile migrations.
- Took part in recurring hardware refreshes and prepared workstations for hundreds of employees, including VIP users.
- Supported Microsoft Teams and Skype/Lync meeting rooms and maintained technical documentation and the knowledge base.

MICHAŁ PAJĄK IT SUPPORT / ENDPOINT SUPPORT

michal.pajak@outlook.com

EARLIER PROFESSIONAL EXPERIENCE

PGE Energia Ciepła S.A. / EDF Polska S.A. | Kraków

10/2010 - 12/2019

IT Service Specialist

- User support and incident handling in CA SDM, OMT, HPSM, Maximo and SmartCloud, with a strong focus on SLAs and service continuity.
- Windows endpoint administration with SCCM 2012 R2: installations, updates, software repair, BitLocker, MBAM and data migrations with USMT.
- Prepared and deployed user workstations, configured network printers, and supported Microsoft Teams, Skype and Lync meeting rooms.
- Coordinated technicians and supported projects and recurring hardware refreshes for hundreds of employees; maintained documentation and the knowledge base.

EARLIER EXPERIENCE

F.P.H.U. GABIMAT

06/2009 - 06/2010

B2B/B2C IT support for individual users and SMEs; Windows, hardware, onsite/remote support, diagnostics and upgrades.

Elektronika Sp. z o.o.

11/2008 - 05/2009

Support Specialist; onsite service, computer and printer diagnostics, server-room preparation and cabling.

ZUS | Kraków

11/2001 - 05/2009

Service Technician; Help Desk support for the Kraków branch and field offices, IT support and equipment servicing across 5 buildings, network infrastructure checks and service reporting.

WSEil | Kraków

10/2000 - 06/2001

Network Administrator; servers and workstations, user support, accounts and permissions, firewall administration and network troubleshooting.

CERTIFICATIONS & SELECTED TRAINING

06/2026 Management Basics: Practical Course for New Leaders — Udemy

06/2026 Artificial Intelligence - Copilot: What Is It All About? — Polish Foundation for Entrepreneurship

05/2026 Self-Presentation — Polish Foundation for Entrepreneurship

02/2026 MTCNA — MikroTik

02/2026 MikroTik Basics for Everyone — Udemy

01/2026 Hyper-V on Windows Server 2022 and Windows 11 — Udemy

11/2025 HCSA - Hikvision Certified Security Associate — HIKVISION Poland

08/2025 Microsoft Entra ID — Udemy

07/2024 Troubleshooting Windows 11 — ALTKOM Akademia

06/2024 ITIL 4 Foundation — Compendium

07/2023 Managing Modern Desktops — ALTKOM Akademia

07/2018 Windows 10 Deep Dive — Vi Consulting

07/2017 Automating Administration with Windows PowerShell (MS-10961) — Compendium

10/2016 Installing and Configuring Windows 10 (MS-20697-1) — Compendium

09/2016 Networking Fundamentals (Exam 98-366) — Microsoft Virtual Academy

05/2016 Windows Operating System Fundamentals (Exam 98-349) — Microsoft Virtual Academy

04/2016 Windows and Linux Virtual Machines - Virtualization Basics — Microsoft Virtual Academy

EDUCATION & LANGUAGES

10/1999 - 06/2001 Prywatne Policealne Studium Zawodowe dla Dorosłych — IT Technician

09/1993 - 06/1998 Zespół Szkół Mechanicznych Nr 2 — Mechanical Engineering and Machine Construction

Polish — Native

English — B1+

German — A2

GDPR I consent to the processing of my personal data included in this CV for current and future recruitment processes in accordance with Regulation (EU) 2016/679 (GDPR).