

MACIEJ BŁĘDOWSKI



IT Support Engineer

Linux • Infrastructure • Systems • AI

SUMMARY

IT Support Engineer with over 3 years of experience in enterprise environments, specializing in endpoint administration, identity management and IT infrastructure support. I work daily with Windows, Linux and macOS, as well as enterprise solutions including Microsoft Intune, Jamf Pro, Active Directory and Okta. Outside of work, I develop my personal technical projects, including a Proxmox-based HomeLab environment and HireMate, an AI-powered job search assistant, continuously expanding my expertise in IT infrastructure, Linux systems, automation and artificial intelligence.

TECHNICAL PROJECTS

HireMate – AI-powered Job Search Assistant

- Developing an AI-powered application for job search, application management and job offer analysis.
- **Details:** maciejbledowski.pl/hiremate

HomeLab – Self-Hosted Infrastructure Lab

- Personal HomeLab environment for designing, deploying and maintaining self-hosted services built with Proxmox and Linux.
- **Details:** maciejbledowski.pl/homelab

WORK EXPERIENCE

Freelance IT Support & Infrastructure Projects

12/2025 - Present

- Delivered independent IT services for individual clients, including hardware diagnostics and repair, peripheral device configuration, and operating system optimization.
- Administer Linux systems in a personal lab environment, including user, permission and file system management.
- Designed and developed a Proxmox-based HomeLab environment supporting containerization, infrastructure monitoring and self-hosted services.

CONTACT



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Warsaw, Poland



Open for remote work

TECHNOLOGIES

- **Operating Systems:** Windows, Linux, macOS
- **Endpoint Management:** Microsoft Intune, Jamf Pro
- **Identity:** Active Directory, Okta
- **Infrastructure:** Proxmox, Docker
- **ITSM:** ServiceNow, ServiceDesk Plus

CORE COMPETENCIES

- Operating System Administration
- Endpoint Management
- Identity & Access Management
- Virtualization & Containerization
- Hardware & System Diagnostics
- LAN Networking Fundamentals

CERTIFICATIONS

- Google Cybersecurity Professional Certificate

LANGUAGES

- Polish (native language)
- English (C1)

EDUCATION

Halina Konopacka University of Physical Education and Tourism in Pruszkow

2021 - 2025

Field of Study: Management

Specialization: e-sports

INTERESTS

- Linux & Open Source
- Self-Hosting & HomeLab
- Artificial Intelligence
- Cybersecurity

Linux Systems Support & IT Projects (Freelance)

09/2025 - 11/2025

- **University of Warsaw** – Provided technical support in a Linux-dominant academic environment (Ubuntu, Debian), including hardware and system diagnostics for researchers and engineers.
- **Warner Bros. Discovery** – Delivered ad-hoc IT support, including infrastructure assistance and hardware inventory management.

IT Support Engineer - Xperi Inc.

09/2024 - 05/2025

- The only IT support engineer for the Warsaw office (~200 employees), responsible for all on-site IT support and maintenance of video conferencing systems.
- Handled 20+ daily technical requests via ServiceNow, with a strong focus on direct end-user support.
- Managed laptop fleet (Windows, macOS, Linux) using Intune and Jamf Pro; administered accounts and access in Okta, Active Directory, and AWS environments.
- Led end-to-end lifecycle management of IT equipment (provisioning, deployment, inventory) for employees.
- Provided high-priority VIP support for senior leadership on-site.

Short-term IT Projects & Support (Freelance)

02/2023 - 09/2024

- **Euvic IT** – Prepared and configured 100+ Windows workstations for corporate users.
- **KPMG (Poland)** – Diagnosed hardware issues, handled ITSM tickets, administered user accounts in Active Directory, and provided VIP support for senior management.
- **LUX MED (Poland)** – Delivered remote IT support, handled ticketing systems, and configured applications.
- **Coty Inc.** – Provided global IT support in English and managed user accounts.
- **Freelance Projects** – Hardware diagnostics, printer repair, and home network configuration.

Technical Customer Service Specialist - ASUS Poland Sp. z o.o.

10/2021 - 01/2023

- Handling customer calls and providing prompt assistance in resolving issues.
- Providing technical support to customers, sharing information about new features and solutions.
- Actively participate in technical forums, providing assistance to users and building a support community.
- Effectively redirect customers to appropriate departments or specialists.
- Monitor trends and analyze customer requests to identify recurring issues.
- Participate in training and improve skills in the customer service area.