AJ Machowiak Oxfordshire, UK

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Automation Engineer & Python Developer

Software and automation developer with an IT Support background. Focus on building custom internal tools, Python web applications and REST API integrations to replace manual operational workflow.

Technical Skills

Languages & Web: Python, HTML, CSS, PowerShell, JavaScript

Tools & Framework: Streamlit, REST APIs, JSON, Git/Github, VS Code, Task Scheduler

Platforms & Systems: Azure AD, Active Directory, M365, Intune, ServiceDesk Plus, Windows 10/11

Featured Projects

ServiceDesk Plus Compliance Automation Tool | Python, Streamlit, REST API

- Built a Streamlit web app to ingest, clean, and match compliance CSV reports.
- Automated ServiceDesk Plus ticket creation, cutting weekly admin workload from *up to 24 hours* down to *15 minutes*.
- Used *ThreadPoolExecutor* to handle multiple API requests concurrently without hitting rate limits.
- Integrated Azure AD SSO for seamless team authentication.

ServiceDesk Plus Scheduled Ticket Bot | Python, REST API, Windows Task Scheduler

- Built a Python background service that logs recurring weekly and monthly operational tickets via REST API.
- Configured Markdown-based duty rotations to dynamically route tickets to engineers.

Work Experience

UK Centre for Ecology & Hydrology (UKCEH)

IT Support Engineer | Nov 2023 – Present

- Provide 2nd line IT support across office hardware, software, M365, and site infrastructure.
- Manage user accounts, group permissions, app and device deployments via Active Directory and Intune.
- Project lead on two internal projects focused on supplier reviews and IT process updates.
- Built Python tools to automate repetitive IT support tasks and processes.

Fugro GB Marine Ltd

IT Support Assistant | Dec 2022 – Nov 2023

IT Support Apprentice | Sep 2021 – Dec 2022

- Answered incoming helpdesk tickets and provided 1st/2nd line hardware and software support.
- Set up workstations, laptops, and peripherals, escalating complex issues to 3rd line teams.
- Managed basic Active Directory tasks including password resets and account creations.

Education & Qualifications

Level 3 Information Communication Technician (Azure Cloud Support) | QA Apprenticeships (2022)

BTEC Level 3 in Information Technology | Abingdon & Witney College (2021)