MACIEJ BUDZICH

BUSINESS PROCESS AUTOMATION SPECIALIST

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PROFESSIONAL SUMMARY

Business process automation specialist at Booksy focused on turning manual operational workflows into practical, maintainable automations. Combines workflow analysis and operational data with Google Apps Script, JavaScript, SQL, BigQuery, and Make.com to streamline subscription operations, troubleshoot issues, and support data-informed decisions.

PROFESSIONAL EXPERIENCE

Booksy | Mid Platform Operations Specialist

Remote | Jan 2026 - Present

- Delivered 10+ workflow automations across 3 teams, saving approximately 30 hours of manual work per week.
- Built Google Apps Script and JavaScript automations that cut average process execution time by 80%.
- Queried, joined, aggregated, and analyzed 60,000+ subscription records monthly with SQL and Google BigQuery to identify trends and inform operational decisions.
- Partnered cross-functionally on process improvements that contributed to a 30% increase in operational throughput.
- Used Make.com and Claude-assisted workflows to develop automation solutions; documented workflows in Confluence and Jira for knowledge sharing and maintainability.
- Continued supporting subscription billing operations by investigating subscription errors and handling platform-related tasks.

Booksy | Junior US Operations Specialist

Remote | Nov 2024 - Dec 2025

- Managed US subscription billing processes, investigated subscription errors, and supported issue resolution.
- Used SQL and Google BigQuery to analyze subscription records and support operational investigations.
- Contributed to a campaign that lowered duplicate subscriptions by 400 (44%), from 900 to 500, helping improve customer experience and ease related support volume.
- Tracked operational issues in Jira and Salesforce, and maintained recurring process documentation in Confluence and spreadsheets.

SKILLS

Automation: Business Process Automation, Workflow Automation, Google Apps Script, Make.com, AI-assisted tools
Data: SQL, Google BigQuery, Data Analysis
Process: Process Analysis, Workflow Optimization, Process Documentation, Troubleshooting, Continuous Improvement
Programming: JavaScript, Python
Tools: Salesforce, Jira, Confluence, Google Sheets, Claude Cowork

EDUCATION

Poznan University of Technology

Computer Science, part-time | Oct 2024 - Expected Jun 2028

LANGUAGES

Polish: Native | English: B2/B2+