
PERSONAL PROFILE

I am an enthusiastic, self-motivated and highly organized IT specialist. I have a strong financial knowledge background and 15 years experience of full software development lifecycle.

I'm passionate about rapid development tools, especially in Microsoft Dynamics "CRM" and Power Platform solutions.

It motivates me to look for a new and challenging position, one which will make best use of my existing skills, experience and also further my development.

PROFESSIONAL SUMMARY

- Experienced Microsoft Certified Trainer in Microsoft Dynamics "CRM" and Power Platform areas,
- 15 years actively engaged in supporting the whole software development lifecycle,
- Liaised between business stakeholders, software engineers, QA engineers and UX designers,
- Experienced in working in the Scrum and Waterfall project management methodologies.

KEY SKILLS

- Team management and team collaboration skills,
- Experiences conducting demonstrations and training,
- Efficient requirements translation between business SME's, stakeholders and engineers,
- Experiences in deploying: Microsoft Dynamics CRM (Sales), Power Automate, Power Apps,
- Project life cycle support tools: Microsoft DevOps Team Foundation Server, JIRA, Confluence.
- UI Mockup: Balsamiq wireframe
- Operating Systems: Windows Sever, Database Platforms: SQL Server,
- Database tools: SQL Server Profiler, Integration services, Tuning Adviser,
- Reporting tools: Reporting Services, Power Bi, Power Query.

The last conducted training as Microsoft Certified Trainer.

- PL-900T00-A - Microsoft Power Platform Fundamentals,
- PL-200T00-A - Microsoft Power Platform Functional Consultant,
- 55265A - Microsoft Power Apps for End Users,
- 55268A - Microsoft Power Automate for End Users
- 55242A - Microsoft Dynamics 365 Customization and Configuration,

Role – IT Business System Analyst.

Approximately: 300 stationary stores, complex e-commerce systems.

Responsibilities:

- Liaising between business stakeholders, and software engineers,
- Identifying the technical and functional scope of integrations.
- Collaborating with D365 developers and SME's.

Role – Business Analyst.

Core client: *'An international NGO based in Poland', (non-disclosure agreement).*

Approximately: 300k bank donations every month.

Environment: Dynamics CRM 2016 On-Premise.

Responsibilities:

- Collaborating closely with financial and fundraising SME's, Product Owner and software engineers.
- Identifying the technical and functional scope of integrations between fundraising system and the bank.
- Balancing business requirements with technical feasibility, business value and project budget.
- Identifying technical and functional impact assessments for CR's, Bug fixes.
- Conducting analytical workshops based at Dynamics CRM.

Role - Mendix Developer.

Client: **Primark (Ireland)**, Project: Stock management software.

Responsibilities:

- Front-end development in Mendix platform.
- Collaborating with teams in The UK, Ireland, India and Poland,

Role – Business Analyst.

Core client: **Ascentric Investment Funds Direct Limited** (The UK). Project: System for financial asset consolidation.

Responsibilities:

- Writing epics and user stories,
- The backlog grooming with Business Analysts and Product Owners.
- Liaising between business stakeholders, and software engineers, QA engineers, UX designers.

Role - Dynamics CRM consultant

Core client: **Ascentric Investment Funds Direct Limited** (The UK). Project: Call center system.

Responsibilities:

- Management of business requirements throughout the project lifecycle
- Liaising between SME's, IT teams, system end users, software engineers, QA engineers.
- System performance tests and tuning based on: Selenium, Performance Counters WS, SQL Tuning Advisor.

Role - Dynamics CRM consultant.

Core client: **Fair Sales sp. z o.o** (Poland) Loan finance industry.

Responsibilities:

- Leading the management of business requirements.
- Conducting the demonstrations and training.

Role – Dynamics CRM Certified Trainer.

Core client: **Altkom Academy** (Poland).

Responsibilities: conducting training in the area of:

- 80539 Installation and Deployment in Microsoft Dynamics® CRM 2013.
- 80542A Customization and Configuration in Microsoft Dynamics CRM 2013.
- 80546A- Sales Management in Microsoft Dynamics CRM 2013.
- 80545A- Customer Service in Microsoft Dynamics CRM 2013.
- 80290A- Marketing Automation in Microsoft Dynamics CRM 2011.

Role - Dynamics CRM Support specialist.

Core Clients: Topaz Energy Group Limited (Ireland/UK), Calor gas Ltd (Ireland), Irish Rail (Ireland).

Responsibilities:

- Troubleshooting and resolving Dynamics CRM issues in a timely manner.
- Developing any changes,

Role - Microsoft Certified Trainer.

Conducting training in area of:

- MS8913B Applications in Microsoft Dynamics CRM 4.0.
- MS6236A Implementing and Maintaining SQL Server 2008 Reporting Services.
- MS6231B Maintaining a Microsoft SQL Server 2008 R2 Database.

Role - ICT Systems Specialist

Responsibilities:

- Dynamics CRM, ERP Symfonia Forte implementation and maintenance.
- Network management, Database administration.
- Business technical support.

EDUCATION

- International English Language Testing System Exam. 2014
- Uniwersytet Ekonomiczny w Katowicach - Spec: „Computer Information Systems”. 2005-2008
- Wyższa Szkoła Informatyki i Zarządzania w Bielsku-Białej” - Spec: „Computer Information Systems” 2002-2005

COURSES

- Extending Microsoft Dynamics CRM 2011.
- Microsoft Dynamics CRM 2011 Customization and Configuration.
- Application in Microsoft Dynamics CRM 4.0.
- Installation and Deployment in Microsoft Dynamics CRM 4.0.
- Dynamics CRM 3.0 Application.
- Dynamics CRM 3.0 Sales Management.
- Dynamics CRM 3.0 Management.
- Implementing and maintaining Microsoft SQL Server 2008 Reporting Services.
- Maintaining a Microsoft SQL Server 2008 R2.
- SQL Server 2005 Implementation and maintenance.
- SQL Server 2000.
- Windows Server 2003.

CERTIFICATIONS

- Microsoft Power Platform + Dynamics 365 Core,
- Power Platform Fundamentals,
- Microsoft Certified Trainer,

- Mednix Rapid development.
- Microsoft Dynamics CRM 2013 Applications.
- Microsoft Dynamics CRM 2013 Customization.
- Microsoft Certified Trainer 2009-2015.
- MCITP Database Administrator 2008.
- MCITP Database Administrator 2005.
- MCITP Applications for Microsoft Dynamics CRM.
- MCITP Installation & Configuration for Microsoft Dynamics CRM.
- Microsoft Certified Technology Specialist
- MCITS Business Intelligence Development and Maintenance.
- MCITS Windows 7 and office 2010 deployment.
- Microsoft Certified Professional.
- MCP SQL Server 2000.