

GLOBAL DELIVERY HEAD CYBERSECURITY, BUSINESS MANAGER

Experienced in IT services delivery, customer relationship management, project management, process, people and service management.

Specialized in Managed Security Services delivery, internal sales, processes optimization, engineering delivery team management.

Experienced in working in fast-paced environment, very often in telecommute or virtual teams.

➔ JOB EXPERIENCE

Global Head of Delivery IAM services: Sep 2018

Globally responsible for the management of CyberSecurity Services in Identity and Access Management Domain. End-to-end business responsibility. Responsible for CyberSecurity Global IAM Domain day to day operations. Ensuring deployment in the Global IAM Domain of best practice within guidelines of global processes. Defining and ensuring execution of the Global Delivery strategy in alignment with CyberSecurity Services strategy.

With focus on growth and profitability, ensuring quality and optimal availability of resources with right competences and at competitive cost across four Global Delivery Centers and two Global Delivery locations of Identity and Access Management Domain. Involved in DevOps model implementation as a way of working in CyberSecurity delivery.

Senior Service Delivery Manager/ Account Manager: IBM, Jan 2016

Management of Security Services within Global IBM Security.

Customer advocate role, keeping appropriate service levels, responsible for customer relationship management. Escalation management.

Security Services management and operational governance of agreed deliverables. Quality of service (track, report and resolve) focal point for the clients of IBM. Management of IBM operational security activities, end to end services, processes and policies.

Proactive analysis and recommendations for operational environment. Provide CSI to develop enhancements where necessary. Regular reporting of service related data and performance. Cognos backend management.

Service Operations Manager/ Service Manager: Atos, April 2012

Financial operations/ internal invoicing for Cybersecurity department.

Deputy of Cybersecurity Head for Poland – 300 people.

Leadership Management – responsible for Service Managers, Identity and Access Management, Business Operation Support and Project Management Team – 75 people.

As IAM Manager involved in new customers transition to BAU, scope extension involvement for existing ones, new business consultancy, Service Orders, ISA documents. Customer relationship management (escalations, ongoing operations, scope extensions).

People management –recruitment, talent development, individual development plans

Accountable for multiple security services delivery in terms of KPIs, quality, financials, ITIL best practices, development.

Service processes optimization - ITIL processes, service costs calculations for new potential customers, assistance in bidding process,

KEY PROFESSIONAL SKILLS

IT Process Management

Customer Relationship Management

Recruitment

Project Management

KEY PERSONAL SKILLS

Communication

Business Focus

Team Leadership

LANGUAGES

English – C1

French – A2 in progress

Polish – mother language

arrangement and management of potential clients visits, discussing sales opportunities of new services

Project Manager role within Service Improvement Plan (SIP) project.

Senior Supplier role in other security projects in a company.

Service manager in End Point Threat Management team.

Technical Recruiter – Service Managers, Process Managers recruitment.

Efficiency maximization due to elimination of unnecessary activities or automation of processes where applicable by coaching engineers and identifying leaders.

Process Manager: Atos, 2010

Team Leader of NSCS (Network, Security and Communication Services) Business Office – 30+ people team leader (team meetings, newcomers mentoring, recruitment process involvement, ongoing BO team issues solving),

-team preparation for Lean and ISO audits, improvements within BO sub-Teams);

-Regular Operational Service calls with Demand Countries (UK, DE, FR, NL);

-Crisis Management Team member.

-SPOC for Lean Management – duties:-daily meetings leading role;

-KPI Tool statistics preparation for the Team; -personal Lean tasks controller and progress reviewer;-weekly reports preparation for Lean Progress Review Meetings;

-Improvements within the BOS Team – separate projects

2nd Line Engineer: Atos, 2006

DNS administration and IP address management - Atos Origin Netherlands.

DNS servers management for Atos Origin customers,

LAN Administrator: Tele-Fonika Kable, 2002

Lan network administrator, mail domain administrator, helpdesk line for employees (software and hardware), software audits (licences management)

B2B Sys Admin, Brainhome.pl, 2006-2010

CentOS and Windows server administration, mail domain, dns, www services administration (apache, php, mysql), server security, upgrades, patches. Wordpress administration and security (backend and frontend), wordpress plugins maintenance, Magento based shops administration.

Delphi developer – software for disabled people (with cerebral palsy).

EDUCATION

Master of Science in Engineering in 2002- University of Technology and Nature Sciences in Bydgoszcz.

Telecommunication and Electronics Department, speciality: Systems of management and controlling in IT

Technician in electronics sciences in 1997- Technician High School (Electronics sciences)

CERTIFICATES

05.2007 - PRINCE2 Foundation

03.2013 - ITIL: Service Offerings & Agreements (SO&A)

05.2008 - Red Hat Linux System Administration and RHCT Exam

10.2013 – Leadership of XXI-st Century – FRANKLIN COVEY

07.2008 - Red Hat Linux Networking and Security Administration

03.2014 – TOP MANAGER –DOOR Group

07.2008 - RHCE Rapid Track Course (+ RHCE Exam)

06.2014 – ITIL EXPERT

06.2009 – ITIL v3 Foundation

04.2015 – Management of Risk (M_o_R) Foundation

11.2010 - ITIL: Problem and Change management

01.2016 – Six Sigma Yellow Belt

12.2010 - ITIL: Operational Support & Analysis (OS&A)

09.2011 - ITIL: Planning, Protection & Optimization (PP&O)

02.2012 - ITIL: Release, Control & Validation (RC&V)

08.2016 – Six Sigma Green Belt

04.2017 – Scrum Fundamentals Certified Credential

07.2017 – IBM Security Essentials 2017 - [Acclaim](#)

02.2018 – IBM Earning Advocacy Practitioner - [Acclaim](#)

02.2018 – IBM Big Data Foundations - [Acclaim](#)

12.2018 – CyberArk Level1: Trustee Exam

04.2019 – Essential Cloud Infrastructure – Foundation

04.2019 – Essential Cloud Infrastructure – Core Services

04.2019 – ISO/ IEC 20001:-1:2018 – Lead Auditor

05.2019 – Google Cloud Platform Fundamentals: Core Infrastructure

07.2019 - DASA DevOps Fundamentals

11.2020 – PingIdentity – Sales Enablement

02.2021 – ISO 27001 Lead Auditor

