

I am an experienced IT Business Analyst and Product Owner (CSPO certified) with **more than 10 years of expertise**. I was working in the fintech, financial services industry and healthcare domain.

What I'm proud of is quite a big portfolio of completed projects with various roles (including test manager, project manager, product owner, etc).

I have strong analytical and technical skills. I'm a good team player and always seek unconventional ways of solving problems.

## Education history

**Agile 42 & Scrum Alliance** (June 2019, Amsterdam, The Netherlands)

**Narvik University College** (August 2006 - July 2007, Narvik, Norway)  
ERASMUS Scholarship in Norway, fields of study: "Economy and administration"  
Most of classes during studies were taught in norwegian

**NTNU** (June 2006 - August 2006, Trondheim, Norway)  
Intensive summer course of norwegian language and culture

**WSB Gdańsk** (2005-2010, Gdańsk, Poland)  
Studies at Wyższa Szkoła Bankowa: "Banking and financial innovations"

## Foregin languages

**Polish** - mother tongue | **English** - fluent | **Norwegian** - basics | **German** - basics

## Career history

**Senior IT Analyst**, CircleK Europe  
07.2022 - current, Warsaw, Poland

In Circle K I am responsible for working on number of IT projects related to fuel and EV sector. I'm performing scope and requirements analysis, working closely with business stakeholders to model and document requirements. My tasks include also working with number of scrum team in creating user stories, use cases and requirements specifications (UML and BPMN diagrams, sequence diagrams...). Besides that, I also work on API development for number of initiatives like EV charging etc.

**Senior IT Analyst**, Roche (0.5 FTE)  
06.2021 - current, Warsaw, Poland

In Roche, I am responsible for working on number of IT projects. My tasks include facilitating workshops with the end-users, creating requirements, application mockups and technical documentation. I am also collecting feedback from the users and creating user stories that aim to improve overall functionalities and features of the applications.

**Senior IT Analyst**, eService  
09.2021 - 06.2022, Warsaw, Poland

For eService I am working as a Senior IT Analyst. I am part of the team that is responsible for delivering new features in all the systems for authorization (in ISO8583 protocole), clearing and reporting that eService is using. My tasks include contacting with card schemes. users and designated representatives of business areas to collect requirements, analysing system requirements and developing concepts of system changes implementing them. I also create, update and provide opinions on system and functional documentation for the change implementation process. I work closely with developers, testers and users until implementation of the new features in production. I also work closely with card organisations like Visa, MasterCard, American Express or UnionPay.

**Senior IT Analyst**, Mastercard  
11.2019 - 08.2021, Warsaw, Poland

As an IT Business Analyst, I was working for Mastercard's division which is offering comprehensive payment solutions to banks, financial institutions, and non-traditional issuers (i.e. FinTech, retailers, acquirers). I'm a part of the team that drives innovation in the area of card processing (covering both physical and digital space). I support end-to-end product lifecycle including client's workshops, creating technical documentation, or providing support for customers. As part of my role, I collect and document detailed business requirements, create written technical documentation for functional and non-functional requirements. I'm also responsible for preparing system analysis and translating them into use cases, activity diagrams, interfaces specifications in Enterprise Architect.

## Career history - continued

### **IT Business Analyst, IPF Digital**

07.2018 - 10.2019, Warsaw, Poland

As an IT Business Analyst, I was working with business & IT to deliver required change requests through each stage of the project life-cycle, providing specialist input as required. I have organized and lead requirements definition workshops in collaboration with colleagues (product owners and developers) in other countries and functions. I was responsible for mapping proposals of changing business processes and systems through the analysis of an organization, process, and systems. My tasks included also providing support for business and customer care after launching new products and services to production.

### **IT Business Analyst and Change Consultant, Credit Suisse**

02.2017 - 06.2018, Warsaw and Wroclaw, Poland

My duties as an IT Business Analyst role included the implementation of 3 projects: EMIR 2.0 reporting, EU Benchmarks Regulation, and MiFID II. I was working with stakeholders to ensure that requirements are well defined, prioritized, and documented in BRD. I also worked on defining the detailed scope of each project, researching and mapping as-is and to-be process, identifying gaps, and managing the project plan.

As a Business Change Consultant, I was responsible for the successful implementation of the MiFID suite across the bank. In the scope of my responsibilities was organizing and leading appropriate business workshops to facilitate clarification of appropriate requirements and solutions, tracking, monitoring, reporting, and ensuring completion of all MiFIDII activities before go-live and also post-go-live.

### **IT Business Analyst, Roche**

05.2016 - 01.2017, Warsaw, Poland

As a IT Business Analyst, I was working closely on the development of new features and functionalities of applications used by the business. In the scope of my duties was also analyzing business processes and requirements, identifying potential areas for improvements (automation). My tasks included gathering, reviewing, and creating business requirements in form of user stories. Besides that, I was involved in creating related documentation, like BRD or FRD. I was supporting Business staff in testing activities to ensure SDLC deliverables follow good and unique standards. When required, I was also supporting QA with activities like creating and tracking bugs, creating test cases, and more.

### **IT Business Analyst, BNP Paribas Securities Services**

08.2014 - 05.2016, Warsaw, Poland

In BNP, I was responsible for the preparation and delivery of connectivity projects (migration from SWIFT MT to MX) with external partners. My tasks included analysis of migration scope, requirements preparation, and performing tests required to deliver the new connectivity projects. In those projects, I was working on process analysis (process automatization implementation from NSTP to STP flow). I was involved in the testing (IST, UAT, and NRT) phase, reporting, and follow up on bugs and issues. Once project was completed, I was taking care of migration to ensure a smooth production transition.

## Career history - continued

**Securities Analyst**, Citi Bank International Plc.  
05.2012 - 07.2014, Warsaw, Poland

For Citibank, I was verifying and matching broker and client instructions, sending SWIFT instructions to custody banks to ensure settlement. I was also performing NET Settlements for FX Contracts (CLS and non-CLS settlements). In my scope was also analyzing processes and working with the team to minimize operational and delivery risk. As a team, we were monitoring fails, resolving cash breaks between custody and fund accounting systems. Besides, I was coordinating new projects related to FX processing, Trade Confirmation, and Settlement. I was setting up new processes and procedures and implementing new trading systems (based on GTSS and FIX protocol).

**Specialist**, Nordea Bank Polska  
09.2007 - 05.2012, Gdynia, Poland

In Nordea, I was settling outgoing and incoming payments (MT103, cheque payments) and working in payments investigations. I was also working with cash management transactions (MT101, MT940, MT941, MT940, MT950, direct debit transactions, SWEEPING, TOPPING, and more). I was responsible for invoices received from third parties for NON-STP payments and payments with 'OUR' charge. □ Besides, I was reporting Nostro's position and preparing currency forecasts for treasury dealers. In my scope were also confirming bank-to-bank transactions with other banks and settling treasury payments (MT200, MT202, MT210). Besides operational duties, I was participating in many projects, change requests, system upgrades, and processes automation.

## Projects delivered

**BioSample Portal**, Roche  
08.2021 - current, Warsaw, Poland

The BioSample Portal was built to search the Roche & Genentech repositories for samples that support the research scientists want to conduct. In this portal, users are capable of samples search and ordering, filter data by sample type, study, disease etc as well as create exportable reports to support research planning and sample selection.

In this project, I am responsible for facilitating workshops with the end-users to understand their problems and needs and translate them into requirements. I am working on data mapping, creating user stories, preparing platform mockups and designing the layout of the reports that users are able to generate from the Portal.

In parallel, I am also preparing documentation like data models, API endpoints, functional specification or user requirements document. As this is newly deployed project, I am also collecting feedback from users and creating user stories that aim to improve overall functionalities and features of the BioSample Portal.

## Projects delivered - continued

### **Medical Sample Data Management, Roche**

06.2021 - 10.2021, Warsaw, Poland

The assumption of the project was to develop an automatic generation of reports and the subsequent automatic correction of erroneous data. These reports are to guide employees of Roche to incorrectly marked medical samples in the customer's systems. In addition, those reports also indicate those samples where the necessary data is missing (e.g. patient ID, date of sample collection ...).

In this project, I was responsible for facilitating workshops with the end-users to meet their needs and translate them into business requirements. I was working on data mapping, creating data models and designing the layout of the reports. In the end of the project I have created number of documents like functional specification, user guide or business requirements document.

### **Mastercard API API Idempotency, Mastercard**

05.2020 - 08.2021, Warsaw, Poland

For Mastercard Processing Europe I was responsible for modification of its API REST interface, so it can meet the requirements of API idempotency. In the context of REST APIs, when making multiple identical requests has the same effect as making a single request – then that REST API is called idempotent.

My tasks were to perform a feasibility study to check if this can be achieved. Once confirmed, I started to analyze all of the available API endpoints to see if API idempotency can be achieved and if so, what are the actions required to meet this goal.

I have analyzed existing specifications and have created documentation for developers with guidelines on what should be changed in API endpoints so the idempotency can be reached for them. This included creation of new UML sequence diagrams, new data models, updated API requests and responses and error codes that were returned in API responses.

### **JP Morgan Chase Corporate Card, Mastercard**

05.2020 - 08.2021, Warsaw, Poland

In this project where the goal was to deliver card products that simplify the management of corporate business travel and entertainment expenses by using virtual corporate cards, I was involved in many activities. In the initial phase, I was preparing a BRD document that was based on the number of workshops and discussions with the client and software vendor.

In the second stage, I was preparing a document that described functionalities that were planned to deliver. This document was describing use cases, technical configuration and process flow for this new product. Additionally,

I worked with client's teams to agree on interfaces specification, data dictionary and I was also helping them to understand how our core system works. Besides that, I was also responsible for new API methods design, creating technical documentation for change requests and supporting testers during testing.

## Projects delivered - continued

### **JP Morgan Digital Bank, Mastercard**

02.2020 - 08.2021, Warsaw, Poland

In that project, where the goal was to prepare and launch card products for the digital bank in the UK for the biggest bank in the USA my role covered many areas and responsibilities. First, I was working closely on BRD documentation where all functional and non-functional requirements were captured. Besides that, once BRD was approved I have shaped out a solution design document that described (in UML, BPMN) use cases. In parallel, I was designing and preparing technical specifications for interfaces of data exchange, like batch files, statements, API interface or ISO8583 messages. Additionally, I was responsible for capturing additional change requests, evaluating them and preparing documentation for estimation and once approved by the client I was preparing technical documentation for such changes. I have also designed several new API methods that enabled new functionalities in the core processing system.

### **Translink transportation card, Mastercard**

12.2019 - 03.2020, Warsaw, Poland

As IT Business Analyst I'm responsible for requirements collection for the pilot phase for Dutch national transport operators. This project intends to replace old MIFARE technology with new chip cards in the Private Label program offered by Mastercard. In the scope of my responsibilities are preparing technical documentation for functional and non-functional requirements, supporting the customer with their queries, participating in the project's workshop. I'm also responsible for the coordination of this project with external vendors, like personalization bureaus, payment processors, or local transport companies. Currently, there are 15M cards issued and more than 1 billion transactions carried every year by passengers of this customer.

### **3DS Authentication HUB, Mastercard**

11.2019 - 08.2021, Warsaw, Poland

The goal of this project was to create new API methods that will integrate all participants of 3DS (ACS, Acquirer, Issuers, and Mastercard) into one common solution which will be aligned with new 3DS 2.0 requirements. In that project, I am responsible for creating, mapping, and describing new API methods which will be used in the 3DS process. Besides, the scope of my duties includes ensuring, that new methods and business processes related to this are compliant with EMVCo 3DS 2.0 specifications and solution is compliant with PSD and its Strong Customer Authentication requirement. I am also responsible for creation use cases and cooperating with developers, testers and other parties involved in that project.

Major polish and european banks and fintechs are using this solution (like Number 26, Idea Bank or JP Morgan Digital Bank).

## Projects delivered - continued

### **Qover Insurance Integration**, IPF Digital

10.2018 - 01.2019, Warsaw, Poland

For IPF's Spanish brand Creditea we have implemented integration with fintech: Qover - a company specialized in selling insurances as a service over API. As a Business analyst, I was responsible for working out feasibility studies for that project and collaborating with Qover on an implementation plan. Besides that, based on business requirements, I have prepared documentation for developers that shaped out detailed data exchange between Creditea and Qover but also coordinated go-live. I was responsible also for the maintenance of this project and adding new features and functionalities.

### **BillProtector Insurance**, IPF Digital

10.2018 - 05.2019, Warsaw, Poland

For the IPF Digital Poland brand (hapipozyczki) in partnership with AXA, we have implemented life and accident insurance. Customers, when applying for a loan, can opt-in for insurance that will cover their monthly payments. In that project, I was responsible for collecting and creating requirements, both from business and AXA. I was also taking part in workshops between AXA and IPF to ensure that the sales process of insurance is compliant with the IDD Directive (Directive (EU) 2016/97). My duties included also coordinating testing on different stages and close collaboration with developers from different teams (backend, MULE, frontend, or OpenText).

### **GDPR Project**, IPF Digital

08.2018 - 04.2019, Warsaw, Poland

For IPF Digital and its European brands, I worked as a Business Analyst for GDPR Project. My tasks in that project included requirements collection and documentation creation, gap analysis and processes mapping, as-is and to-be processes and business analysis. Also, I worked closely with legal departments to ensure, that processes and business procedures are fully GDPR compliant.

### **CALMA Insurance**, IPF Digital

06.2018 - 03.2019, Warsaw, Poland

For the IPF Digital Spain branch (Creditea) a digital company specializing in the granting of quick loans, together with MetLife we have introduced credit line insurance. This product protects clients from situations that may pose additional difficulties when paying the debt, from temporary or permanent disability to hospitalization or unemployment. This service is also increasing the flexibility of the credit line. My tasks in this challenging project included workshops facilitation to shape out business requirements for this product. Besides that, I was responsible for preparing documentation for developers, moderating backlog refinement sessions, and reporting the progress of the project to key stakeholders involved (country managers, product managers, and MetLife).

## Projects delivered - continued

### **Salesforce & AWS project consents tool**, IPF Digital

01.2019 - 06.2019, Warsaw, Poland

For global brands of IPF, we have designed a consent (GDPR) management tool. Before this project, all consents were stored in different database tables. After optimization and ensuring scalability of such solution, whole consents will be moved to dedicated data storage on S3 AWS. Configuration of consents will take place in Salesforce, where users can easily review and manage them. My tasks included scope review for all consents, data mapping, preparing requirements, and documentation. □

### **EU Benchmark Regulation**, Credit Suisse

02.2017 - 06.2018, Warsaw, Poland

In that project for a top large tier one investment bank, I was responsible for EU Benchmark Regulation (2016/1011). In that project, my tasks cover defining the detailed scope of the project (from more than 10000 indices), analyzing and documenting as-is process and control flows for families and groups of indices. Also, I was responsible for defining the role of the bank for each index and its type in the scope of this regulation. Except that, my role was focused on confirming the interpretation of the regulatory text with internal lawyers, law firms, and with the International Swaps and Derivatives Association (ISDA) working group. I was also analyzing and verifying requirements, their scope, and priorities with relevant stakeholders. I was also working on the implementation of IOSCO Principles for Financial Benchmarks and Oil Price Reporting Agencies within the Bank. In summary, the project's objectives were to meet compliance requirements within the EU Benchmark Regulation. □ In project's lifecycle was working closely with the business and support functions to achieve pragmatic and sustainable solutions to meet the compliance requirements and project's assumed milestones and deadline.

### **PlanSource Project**, Roche

05.2016 - 01.2017, Warsaw, Poland

In Roche, I was responsible for gathering requirements and creating user stories for a project dedicated to core financial and planning applications. The project's goal was to significantly improve reporting efficiency of financial division and overall user experience. This project was split into two phases: UX/UI improvements and operational efficiency. My tasks included requirements collection and clarification when needed, creating technical documentation for both phases, consulting with developers, system architects, and test team strategy of project implementation, and resolving issues related to requirements

### **SWIFT connectivity projects**, BNP Paribas

08.2014 - 05.2016, Warsaw, Poland

In BNP Paribas Securities Services I was responsible for migrating order flow from NSTP (Fax, manual) to STP ( SWIFT MT and MX). I took the responsibility of project initiation, defining the scope of the project, handling tests with Transfer Agents and other parties involved in the project. I was also responsible for project delivery and post implementations periods. Except that I have delivered many change requests which improved efficiency and reduced operational risk of the operational team.



## Projects delivered - continued

### **FX Netting tool**, Citibank

Q1 2014, Warsaw, Poland

For that project, I was responsible for the documentation, modification, and implementation of an updated version of the automated FX Netting tool. This tool was used to perform FX netting for Citibank's clients. My task was to adapt the current tool to be eligible for new client's requirements. After a successful upgrade of the FX tool, we were able to use the netting tool for all Citibank's clients.

### **SORBNET 2**, Nordea Bank Polska

11.2011 - 04.2012, Gdynia, Poland

In the SORBNET2 project, I was responsible for defining requirements for bank-to-bank transaction settlements. My duties included documenting and updating business requirements, preparing documentation for developers, creating test cases, and executing them. As this was project initiated by the Central Bank of Poland, I took part in project meetings and coordinating testing with other polish banks who took part in that project.

### **Target 2 Project**, Nordea Bank Polska

02.2010 - 12.2010, Gdynia, Poland

For Target 2 project I was preparing documentation and use cases for outgoing and incoming EUR payments. I was gathering requirements from key stakeholders (treasury, risk, and operations). I was involved in testing and reporting bugs discovered during development. I worked closely with the National Bank of Poland and the European Central Bank to ensure, that the implementation of TARGET 2 runs without any issues. I was also presenting the project's summary and status for the board of directors and project sponsors.

### **Sepa CT Project**, Nordea Bank Polska

01.2009 - 04.2010, Gdynia, Poland

I was responsible for implementing SEPA incoming payments. My tasks included analyzing of current and to-be state of the system, preparing documentation for developers (based on technical guidance from EBA), preparing use cases, and coordinating testing. Additionally, I was responsible for overseeing the test team (of 3 people) and reporting test progress to the project's stakeholders. In that project, I was coordinating work with other polish banks and a central clearinghouse.

### **Temenos Globus T24 project**, Nordea Bank Polska

01.2008 - 01.2009, Gdynia, Poland

I took part in the migration (upgrade) of the core banking system. My tasks included preparation of technical documentation, test case design, and processes analysis. Also, I was gathering requirements from team members, preparing and reviewing use cases, and creating tests for those. In that project, I was cooperating with other departments like treasury, risk, or customer care. I was also monitoring the system during the implementation and post-implementation phases.

## Projects delivered - continued

**Paperless MT191 charges**, Nordea Bank Polska  
Q2 2008, Gdynia, Poland

I was responsible for designing and implementation of paperless MT191 invoices handling. During that project, I have significantly improved the STP rate for that process. My task was to create and implement a complete process to settle received charges from external banks. This program developed together with IT helped to reduce time spent on manual settling of invoices.

## IT, software and computer skills

BPMN, UML, MDES, postman, SoapUI, SWIFT, SORBNET2, Temenos GLOBUS, Target2, OMGEO CTM, OMGEO Alert, HP Quality Center (ALM), FX All, GTSS, FIX Protocol, XML SWIFT, JIRA, Confluence, PMT Clarity, Business Objects, PlanSource, Salesforce, MySQL Workbench, Salesforce inspector, REST, JSON, SOAP, XML, XSD, ISO853, PostMan, Soap UI and more.

## Hobbies and interests

Travelling, photography, science-fiction and alt-history movies, tv-series and books (especially Stanisław Lem, Philip K. Dick, Isaac Asimov), design and web design, new technologies, World War II history.

*Wyrazam zgodę na przetwarzanie moich danych osobowych w celu prowadzenia rekrutacji na aplikowane przeze mnie stanowisko. Wyrażam również zgodę na przetwarzanie moich danych osobowych w celu prowadzenia przyszłych rekrutacji.*