

# IT MANAGER

# PROGRAMME DIRECTOR

## PROFILE

I am Senior IT Manager with over 19 years of experience in the finance and technology sectors, robust technical ability and passion for disruptive technologies. I excel at implementing market-driven strategic programs and transformation solutions to add value to all business operations. I pride myself in my strategic thinking, streamlining processes, effective teams building and leadership. My commitment is building and encouraging effective relationships at all levels to align departmental goals with the company vision.

Notable career achievements:

- Build and manage disperse global delivery teams up to 60 people
- Effective delivery of multiple strategic projects and programmes
- Managed of new IT services delivery and transition for newly established Bank including tools for Collections Department, Electronic Payments and global reporting platform servicing 1000+ users
- Design and transition of service for Global Brand Marketing and ICT solutions for new British Council headquarter

## SKILLS

Program & Project Management



Transformation & Change



IT Solution Delivery



Process Improvement



Team Leadership



Transition Management



Release Management



Vendor Management



## WORK EXPERIENCE

### SENIOR DEVELOPMENT MANAGER/ HEAD OF BACKEND DELIVERY

2022-now **Genesis**

- Managing disperse backend delivery team and developing relations with product owners and business based in Malta and Israel.
- Planned and managed execution of casinos migration from external vendor as strategic company initiative

### SENIOR IT MANAGER & PROJECT MANAGER

2020- 2022 **Roche/Genentech** – *Contract-Avenga*

- Building disperse developers teams in Poland and Canada, and developing relationships with product owners in US..
- Served as a driving force in designing of Genomics Platform services and managing their transition to operations
- Service Line Manager of Genomics Platform backend solutions services
- Introduced and improved IT processes within Genomics Platform (E2E testing, Service Acceptance Criteria Definition).

### SERVICE DESIGN AND TRANSITION MANAGER

2020- 2020 **British Council**- *Contract*

- Designed new business and technical services utilising ITIL expertise
- Managed services transitions defining and negotiating support models design , business and technology ownership, service levels definition.
- Built and maintained relationships with Senior Business Stakeholders to facilitate delivery of any Service improvements identified

## EDUCATION

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FINANCE & INTERNATIONAL  
BUSINESS

Master's Degree: **Aarhus School of Business** / Denmark

QUANTITATIVE METHODS &  
INFORMATION SYSTEMS

Master's Degree / **Warsaw School of Economics SGH** / Poland

INFORMATION SYSTEMS

Postgraduate / **Royal Melbourne Institute of Technology** / Australia

## QUALIFICATIONS

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PRINCE2 Foundation / APM Group

Agile Program & Project Management / APM Group

ITIL Foundation / APM Group

ITIL Transition Certificate / APM Group

## COURSES

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Management Skills / Harvard Business Review

## TECHNOLOGIES& TOOLS

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MS Project / Smartsheets / Jira / Visio / Power Point / Group Work Tools / Ticket Flow Software / PeopleSoft / Oracle / BI / SPSS / SQL / ERP Systems / CTI

## LANGUAGES

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English: Fluent    Polish: Native

### IMPLEMENTATION MANAGER/ VICE PRESIDENT

2016 – 2020 **Credit Suisse**

- Build and lead a team of 11 experts in Poland and Zurich supporting implementation of Global Risk reporting platform
- Manage Service Acceptance Criteria for Global Credit Risk Platform
- Led the effort to rapidly implement for business adoption a global (US, APAC & EMEA) Big Data reporting system across 5 Credit Suisse divisions
- Served as a driving force in optimising organisational performance and delivering business transformation by championing business adoption of new IT systems and managing the transition to end-users
- Managed various business readiness tasks, from support processes setup, SLAs development, and user access management to post-deployment business checks

Defined and controlled

### IT PM's TEAM MANAGER

2013-2016/ **Raiffeisen Bank**

- Created new test factory department following banks' acquisition
- Leveraged ITIL practices to identify potential time, cost and resource improvements
- Planned and monitored trial migration events, reported and provided regular updates to stakeholders and the Board

### IT PROJECT MANAGERS' TEAM MANAGER/ PROGRAMME MANAGER

2009 – 2012 / **Eurobank Ergasias**.

- Built and managed a successful team of 11 Project Managers
- Ensured transition to operations of services delivered by new systems for newly created bank.
- Implemented a complex program consisting of 45 projects, monitoring quality gates; established the timelines, cost requirements and milestones, translated them into actionable plans, tracked progress, actively adjusted focus and approach, managed vendors, and provided regular updates to stakeholders
- Enabled strategic change management in a matrix organisation by driving cross-functional collaboration with business division executives, identifying opportunities to align corporate and technical functions and effectively managing stakeholder's expectations
- Created an efficient workload estimation methodology for personnel on site

### PROJECT MANAGER

2007 – 2009 / **Eurobank Ergasias**

- Managed E2E complex international projects and presented project status reports for budgets, resources, timelines and other variables for critical initiatives, including bank data centre relocation across Greece, Poland and Romania
- Led system delivery and implementation for new bank in key areas: Collections, HR, Sales, Cards and Acquiring

### BUSINESS SERVICES ANALYST

2005 – 2006 / **Electronic Data Systems / Hewlett Packard Enterprise Services**

- Managed a team of Developers and Analysts
- Created effective IT solutions for contracts, e-banking integration, infrastructure projects and purchasing processes, and collaborated with senior management to manage contracting activities

### IT CONSULTANT

2003 – 2005 / **Comarch**

- Led a team of Developers and Analysts on-site
- Managed multiple key ERP, BI and CRM implementation projects across transportation, financial and public sector