

Professional experience

- B2B with ANT Sp. z o.o.**
- II.2022 - now
Responsibilities **Project Manager**
Project management for several projects in [Servier](#), [Anpharm](#), [Gedeon Richter](#), [Bahlsen](#), [Żywiec Zdrój](#) at the same time
- I.2021 - I.2022
Responsibilities **IT Administrator**
Implementation of new internal procedures and processes for the development and maintenance of ANT systems and customer service
Jira/Confluence protector
- III.2019 – XII.2020
Responsibilities **Head of Customer Care**
Management of CC department for about 40 corporations worldwide ex. [BAT](#) (25 countries), [Colgate-Palmolive](#), [Danone](#), [Ebco](#), [Husavarna](#), [Mahle](#), [Novartis](#), [Recaro](#), [Sanden](#), [Servier](#), [Wielton](#)
Jira/Confluence Godfather
- XII.2018 – II.2019
Responsibilities **System Architect / Chief Officer**
Preparation of templates for commercial contracts
Negotiation and signing of Service Level Agreements
Trainings and education for whole internal stuff about procedures and processes
Jira/Confluence Father
- IV.2018 – XI.2018
Responsibilities **System Senior Engineer**
Design and implementation of internal procedures and processes for the development and maintenance of ANT systems and customer service
Jira system administration
- Comarch S.A.**
- VIII.2016 – VIII.2017
Positions **Technical Project Manager in Telco OSS PMO**
Technical Project Manager for Chile in [Transport Optimization Program for Telefonica](#)
Demand & Incident Manager for TOP
Telco Jira Administrator
- XII.2012 - VII.2016
Positions **Team Leader in Telco OSS Managed Services**
Demand Manager for NGPM solution ([E-Plus Gruppe](#) and [Base Company](#))
Incident and Access Manager for [NGNP](#) and [NGPM](#) solutions for EPlus Gruppe
Telco Jira Administrator
- V.2010 - XI.2012
Responsibilities **Implementation Consultant in Telco OSS Managed Services**
Analysis and implementation of ITIL processes
Preparation of incident and access management concept for Next Generation Network Planning
Telco Jira Administration

VIII.2009 - III.2010

Responsibilities

Dipol Szydłowski i Wspólnicy Spółka Jawna

Telecommunication Specialist

Designer and consultant for TV-SAT and CCTV projects

Building of large TV-SAT networks (up to 400+ users), ex. [Biprostal](#)

Technical support for customers and company branches

Research of market trends and introduction of new devices to company offer

Education

2002 – 2007

Department
Specialization

AGH University of Science and Technology

Electronics and Telecommunication

Telecommunication Networks and Services

Qualifications

Strong Leadership and Analytical Skills

Goal and Result Oriented

Management and Support Experience

Experience in cooperation with Large Companies

Telecommunication Knowledge

Languages

Polish – Native

English – Professional

Courses & Certificates

VI.2017

Introduction to Project Management

II.2017

Project Management – Schedule and Time Management

II.2017

Interpersonal Communication

I.2017

Effective Communication in IT

VII.2013

Management by Objectives

IX.2011

ITIL V3 Foundation

2006

CCNA – Cisco Certified Network Associate

Interests & Hobbies

New Technologies and Science

Games and Comics

Football and Ski Jumping