

I work as a Business Analyst and Project Manager in the IT Consulting at Deloitte. I am a Certified ServiceNow System Administrator. Currently, I am PMO for implementation of ServiceNow Risk Management module in one of Automotive Industry Leaders. I gained my experience in a role of PMO and Business Analyst for Development team in implementation of custom ServiceNow application for Staffing Management. Alongside my professional responsibilities, I'm pursuing a master's degree in Entrepreneurship and Innovation in the Economy at Krakow University of Economics.

Certifications



**ServiceNow
Certified System Administrator**



**Microsoft
Azure Fundamentals (AZ-900)**

Skills

- Project Management
- ServiceNow implementation
- Business Analysis
- Agile Methodologies (Scrum, Kanban)
- BPMN
- Microsoft Office
- Jira
- Confluence
- Waterfall Methodologies
- Teamwork
- Critical thinking
- Azure DevOps

Languages

- English - Professional working proficiency
- Polish - Native proficiency

Experience

D. Analyst | ServiceNow Business Analyst

Deloitte | Oct 2022 - Present (1 year +)

- PMO for ServiceNow Risk Management module implementation for one of Automotive Industry Leaders
 - Managing a team of 6 developers, 4 consultants, and 1 architect
 - Quality control and assurance processes
 - Creating project plans and regularly generating status reports
 - Process mapping and continuous improvement
- Business Analyst and PMO for the Custom ServiceNow Staffing Management Application
 - Collaborated with 7 developers
 - Utilized Azure DevOps and MS Project
 - Provided support for developers and performed manual tests
 - Communication with teams and stakeholders
- Business Analyst and PMO for Meetings Platform Application and integration of ServiceNow with MS Teams
 - Managed a team of 2 developers, 2 consultants, and 1 architect
 - Gathering requirements and stories creation
 - Communication with client regarding scope and timelines

D. Intern | ServiceNow Business Analyst

Deloitte | Jul 2022 - Sep 2022 (3 months)



Intern | New Issues department

Euroclear | Apr 2022 - Jun 2022 (3 months)



Intern | Transfer Agency department

Brown Brothers Harriman | Jun 2021 - Dec 2021 (7 months)

Education



Krakow University of Economics

- Master's degree, Entrepreneurship and Innovations in the Economy | Oct 2022 - Present
With a specialization in Entrepreneurship and Business financing
- Bachelor's degree, Economics | Oct 2019 - Sep 2022
With a specialization in Economic & Financial Analytics