

Top Skills

Cross-functional Team Leadership
Strategic Thinking
Vendor Management

Languages

Angielski (Full Professional)
Niemiecki (Limited Working)
Polski (Native or Bilingual)

Certifications

Security Clearance - Level Confidential
Agile Champion
Certified SAFe® 6 Release Train Engineer
SAP CRM Basic Customization

IT Executive | Project/Program Manager | Transformation Manager | Agile Coach | SAFe RTE | Prince2 Practitioner | ITIL | SciFi Author
Poland

Summary

I am the Ethan Hunt of IT management and leadership. The tasks and missions I choose to undertake are difficult, challenging, and often perceived as impossible. But I succeed. Sounds bold? How would you describe the need to build the entire IT department for a global logistics company, including hiring over 95 team members, designing and implementing processes within support, service desk and application development, and leading the knowledge transfer process, all in just 6 months? Or standardising software development processes in a bank in Saudi Arabia with a team of 350 people from 10+ different vendors and 23+ countries and cultures? Finally, a 9-month sprint to set up a contact centre with 150+ agents, including standardising processes across Europe? Would you consider running away on the first day of your new assignment when you are faced with the situation that your predecessor has been removed from the company after 12 years, you already have several resignations on your desk and your new upline informs you that tomorrow he is going on a 1 month long vacation without any network or even mobile access? Well, I do not run away. I accept the challenge, take it on and make it work.

Just like Jason Bourne, trained and experienced in various tactics, weapons systems and martial arts, I have solid knowledge and experience in Waterfall (PRINCE2, PMI), Agile (SCRUM, SAFE, AgilePM) and Service Management (ITIL) methodologies. And I am not afraid to use them, so I can introduce the right mix of different methods and techniques that will work in a particular project, programme or assignment. From what I've learnt over the last 25 years spent in IT, there are no 2 assignments that are the same - each and every one of them is different and therefore requires a different, specialised approach. Adaptability is the key, and I have that key in my pocket - along with just enough other tools in my backpack of experience and knowledge.

Much like Jack Ryan, who started his career not as a CIA analyst but in the US Marine Corps, I pride myself on my technical background. Starting as a network administrator, moving on to database administration and development, consultancy and pure programming roles, including solution and system architecture, this experience gives me an understanding of what the teams I work with really do, and allows me to help them much more actively than if I were just technically savvy.

Experience

Endava

Senior Agile Project Manager

September 2022 - Present (2 years)

Łódź, Łódzkie, Poland

Various projects for Endava clients:

- Head of IT Transformation - client has concluded cooperation with an external partner that provided IT support and delivery functions. That required company to rebuild these functions in-house and insourcing project included hiring, training and onboarding resources within development, application and desktop support, integrations, master data, monitoring and infrastructure. Within the role of Head of this project it was expected to manage all the recruitment, onboarding and knowledge transfer process for nearly 100 FTEs hired all around the globe (with main focus on India), as well as actively collaborate in creating new procedures and ways of working for hired teams.
- IT Executive Advisor - client is a bank in Saudi Arabia that is working on a mobile application. The role covers creating an agile methodology with bank "flavor" and onboarding 10 teams with it. Also responsible for release-to-market activities for the application.

Involved in internal initiatives:

- Agile Champion - spreading across the company knowledge about agile ways of working and Agile methodologies, including consulting on how they can be put into action in specific situations

- Cultural Ally - helping colleagues to understand cultural differences, especially focusing on Polish, German and Swedish cultures
- Career Coach - helping coaches on their career development, facilitating creation of development plans
- Conducted internal trainings and knowledge sharing sessions: RACI, risk management, agile methods and views on the future, agile organization antipatterns

HARMAN International
Senior Program Manager
May 2022 - August 2022 (4 months)
Łódź, Łódzkie, Poland

Program Manager within Automotive area.

Euroflorist
Head of Software Engineering
June 2019 - April 2022 (2 years 11 months)
Warsaw, Masovian District, Poland

Managing global R&D Software Development Department for Euroflorist line- managing 3 teams overall 25+ people strong working on development and 3rd line of support tasks for Euroflorist systems.

Designing, introducing and Implementing various processes within software development, reorganizing relationship between business and IT, team development and personal team members development plans.
Fully responsible for development budget, as well having a role of Warsaw Office Manager (with full office budget responsibility).

Roche

Technical Project Portfolio Manager
April 2018 - June 2019 (1 year 3 months)
Warsaw, Masovian District, Poland

Managing projects for Roche as a contractor:

- Global implementation of ServiceNow - leading Application Integration stream
- Development and delivery of KPI tool for IT Process Monitoring
- Managing European teams within Single SignOn project for LATAM countries

British Council
Senior Technical Project Portfolio Manager
March 2017 - February 2018 (1 year)
Warszawa, woj. mazowieckie, Polska

Contract Assignment

Managed following internal British Council projects:

- Sharepoint cloud migration from on-premise system covering worldwide collaboration sites (800+ site collections and 1900+ subsites). Migration of all team, external collaboration and intranet sites for all British Council offices around the world. Liaison with dependent Collaboration Programme projects covering Office365 and Skype for Business rollouts.
- Unified Messaging project covering worldwide rollout of virtual meeting room equipment and software.
- CRM system relaunch project covering re-launching of CRM platform for all, worldwide British Council affiliates.

Amway Europe
Senior IT / Transition Project Manager
March 2015 - March 2017 (2 years 1 month)
Cracow, Lesser Poland District, Poland

Contract project management:

- Rollout of Customer Care Center rollout in Europe and Russia regions (overall 58 countries, 1100 users). Fully assigned to the project, running all project management and project leadership activities in highly international team, reporting directly to Amway Germany and Amway Global structures.
- Transition of Contact Center project covering moving contact center 12 contact centers from various countries across Europe to Cracow SSC. Managing team of 30+ business consultants working on 7 workstreams.

it Works S.A.
IT Transformation Manager
June 2014 - March 2015 (10 months)

Warsaw, Masovian District, Poland

Contract Assignment

Responsible for managing the strategic company project covering business transformation in software development area. Leading the team of .NET programmers and ITIL analysts working on a company flagship ITSM product. Working closely with company highest management team and Board.

Polskie Centrum Kadrowo-Płacowe

Interim CIO

February 2014 - June 2014 (5 months)

Lodz, Lodz District, Poland

Restructuring Contract Assignment

Overall Software Development and IT Operations departments management:

- team management and development (software development teams: .NET, PHP, Delphi; network administration team; service delivery team), development plans preparations, objectives preparation and appraisals, recruiting, budgets planning and management, soft and formal HR tasks
- product development projects management, product development strategy creation
- Project Management Office (PMO) procedures design and implementation
- service projects procedures (internal and external SLAs) designing and implementation
- various customer facing tasks and assignments
- internal IT strategy design and implementation

SID Group Sp. z o.o.

Senior SAP Project Portfolio Manager

December 2012 - December 2013 (1 year 1 month)

Warsaw Area, Poland

Responsible for various projects management for SID key customers:

- Unilever - IT systems replatforming (moving system from Latvia, Lithuania and Estonia to UK datacenters, integrations, PC equipment replacement) and upgrade managed using adopted waterfall methodology with agile elements. The project was on a re-opening phase and had a Red status, which needed to be properly addressed with major transformation. Managing team of 25+ team members including 2 other project managers, technical consultants and external suppliers in 6 countries (Latvia, Lithuania, Estonia, UK, Poland, India) including factory and retail offices.
- CEDC - SAP BW on HANA implementation managed using ASAP methodology, directly supervising 3 technical consultants.

- CEDC - SAP Workflow implementation – customizations and new workflows analysis, development and implementation using ASAP methodology, managing 3 functional and technical consultants.
- TME - SAP CRM Implementation – implementation of SAP CRM using RDS (Rapid Deployment Solution) package and according to ASAP methodology. Directly supervising 3 functional and technical consultants
- VW Poznań - SAP BW Upgrade Support – delivering professional consulting services on SAP BW upgrade project realized internally by the customer. Directly managing 3 consultants on their services delivery.
- Eurocash - SAP Support / Maintenance for second-largest SAP installation in Poland managed using adopted agile methodology mixed with ITIL principles. Direct supervision of 12 SAP consultants in various areas.
- SID Group (internal project) - Setup of SAP HANA Partner Excellence Center – planning and coordinating the process of self-development and certifications for the team of 4 consultants to match the SAP Poland requirements.
- Colian/Jutrzenka - SAP Enterprise Support – delivering a SAP guarantee support, acting as SAP excellence center using adopted agile methodology mixed with ITIL principles.

COBA Solutions Sp. z o.o.

CEO

April 2003 - September 2012 (9 years 6 months)

Lodz, Lodz District, Poland

Responsible for overall company management, sales processes and sales team management, project management in software development, implementation and service.

Key software implementation projects: ERP, CRM, Analytical Software, Service, WWW Portals.

Other projects: various e-commerce implementations, back-office systems, CRM in telemarketing, sales and service areas, loyalty programs, websites, IT consulting, software and hardware infrastructure management, network management.

Business successes: gaining 109% growth of company income in 2009-2010 period, gaining 13% growth of company income in 2010-2011 period, Q1 2012 compared to Q1 2011 growth on the level of 54%, Q2 2012 compared to Q2 2011 growth on the level of 118%.

Company awards: Innowacja 2009 (Innovation 2009), Krajowy Lider Innowacji 2009 (Innovation Leader 2009), Lider Nowoczesnych Technologii 2010 (Modern Technologies Leader 2010)

SAP Poland

SAP Project Manager

April 2007 - May 2009 (2 years 2 months)

Took part in implementation and software development projects taking place in EMEA region in the roles of Project Manager, Team Leader and Consultant. Also consulted SAP Best Practices in the Project and Program Management areas.

Other assignments: technical sales support, preparation and conducting various SAP product presentations for customers, preparation of demo versions for SAP CRM in service and sales areas.

Unisys

Consultant / Programmer

July 2000 - April 2003 (2 years 10 months)

Took part in projects realized for company key customers in the roles of consultant and systems architect.

Computer Service Matrix

Database Administrator

January 2000 - May 2000 (5 months)

Specialist in the database administration and services areas (MS SQL Server, Sybase) and operating systems (Novell, NT, FreeBSD). Took part in software development project of creating package internet tracking system.

Computer Service Support

Network Administrator

February 1999 - December 1999 (11 months)

Service technician for DELL, Compaq, IBM and Acer servers in Technical Support Division (3rd support line). Promoted to network administrator, managed network of 120+ workstations in Novell / NT / Linux environments. Implemented CRM in service area in HQ and 20 branches all over Poland.

Education

University of Lodz

Master of Science, Information Science · (2002 - 2004)

College of Information Science in Lodz (PL)

Engineer, Information Science · (1997 - 2001)