

I am experienced global programs lead, who springs from a fast-paced and result driven Operations and Technology (O&T) environment with can-do attitude.

My client-orientated approach has always been blending with a continuous strive to support quality-driven services at the right cost and in line with needs that come from the business end. I do possess a profound knowledge of ITIL /Agile/Scrum/Project Management methodologies, with accredited and certified courses, always used to increase the maturity of an organization that I work for.

I'm looking for possibilities to develop myself in process management and implement Agile methodologies and mindset for continuous improvement areas. Additionally, I would like to continuously improve people management and extend my leadership skills.

Skills

- Leadership
- Teamwork
- Cooperation
- Critical Thinking
- Communication
- IT Service Management
- Agile /Scrum
- Lean Six Sigma

Work Experience

ICG Service Delivery , Citi

2022 - Present

Planning, launching and supervision on execution for various program related to: Internal Audits, Vulnerability Threat Management for Middleware software, which have legal and financial impact on Institutional Clients Group. Promoting Agile values and tools (JIRA, Confluence) inside newly joined team.

CTI Agile Transformation Lead / Scrum Master, Citi

2021 - 2022

Agile /Scrum transformation lead for DAVE (Discovery, Analytics, Visualization, Estate) organization. Implement agile management ideals by facilitating Scrum of Scrum, developing reports and roadmaps. Scrum Master for 4 Project teams' tracked progress on products delivery and applied principles of agile methodologies to keep projects on track. Coached team in optimal time utilization through concepts of scrum and agile management methodologies. Led sprint reviews and daily scrum meetings to touch base with whole team and ensure that all members were performing satisfactorily. Trained organization members as well as the rest of the company staff in employing agile and scrum practices to improve workflows.

CTI Infrastructure Planning Sector Estate Management - Business Analyst, Citi

2018 - 2021

Data Product Owner, Global End of Vendor Support (EOVS) component management, IT Process Development, APAC/EMEA/NAM Infrastructure Estate Management, Utilization management, Cloud adoption, DBaaS Adoption, Non-strategic hardware exits, Infrastructure program creation, implementation and automation, Strategic infrastructure adoption, infrastructure and tech stack inventory management, monitoring and Executive reporting and trending, SQL report creation and management.

CTI Wintel Patching Subject Matter Expert, Citi

2016 - 2018

Oversee the daily activities of teams under merge and bringing them to one single operating model. Managed multiple infrastructure projects for CISS sector (including global mass software rollouts for up to 50k+ servers across all Citi business sectors) Working in a tandem with Automation team to define and develop processes and tools to reduce workload and bring cost efficiency to BAU activates. Provided trainings and knowledge transfer to various teams. Lead for global CISS Automation program

CTI Wintel Patching - Service Delivery Manager

2015 - 2016

Responsibility for service delivered by 3rd party vendor to Citi internal Customers. Leading and directing the delivery teams with expectations to ensure the contracted services are provided as per commitment. Actively participate in projects as well as incident, problem and change management. Ensuring quality of service and optimizing it to be cost efficient. Monitoring and managing Service Level performance and report potential exposures in a timely manner. Responsible for providing regular SLA, incident, problem and change reports and analysis. Identifying issues and trends and develop action plans.

CTI Unix Patching and Software Distribution Specialist, Citi

2014 - 2015

Global team member, responsible for scheduling and deployment of UNIX patches and core infrastructure tools using various orchestration tools. Mass infrastructure tools deployment coordinator for NAM and EMEA Global Consumer UNIX groups. Strongly involved in documentation and process creation based on best practices.

Unix System Administrator, Sii

2010 - 2014

Team member of CTI EMEA Solaris support at Citigroup. Working as Solaris system administrator in cross country team based in Poland, Germany, United Kingdoms and Singapore. Responsible for supporting servers hosting critical services - DNS, Tectia SSH, Tivoli monitoring, Legato Backup, BMC Patrol, Firewall, WebFarm and IVR.

Chief Executive Officer, Jur-IT

2005 - 2014

Established and managed outsourced Help Desk and administrator team service for Veolia Water Systems (Warsaw/North Poland location's). Contracts and team management for infrastructure builds on Czajka Wastewater treatment plant (WWTP) during ongoing construction works.

IT Technical Support Specialist, Altkom Academy

2005 - 2010

IT specialist responsible for IT courses delivery to corporate clients in multiple Poland locations. Designed tools and processes for desktop and server management resulting in significant efficiency increase.

Education

Master of Science, Warsaw University of Life Sciences

2002 - 2007

Management and Engineering of Production

Erasmus student, Ege University, Izmir, Turkey

2006 - 2006

European Union exchange student program.

Achievements and Initiatives

Remediation of all Wintel Critical GEM's and Patches

2017 - 2018

Global Wintel Infrastructure Services (L3)

In less than year time remediated all old and new patches including (multiple GEM's) and have set up reoccurring Patching Calendar for all CTI Wintel managed servers 10k+ servers and multiple applications. Creating operation procedures, BAU checks, workload quantifications. Ensuring high morale of both Citi employees and contractors. Picking up and addressing issues that came up during the process.

Integration of Central Patching Team with Global Wintel Operations (L2) and Patching Automation

2016 - 2017

Global Wintel Operations

Planned and supervised integration. By partnering with WIPRO Team Leader unified processes. Created ServiceNow and MS Excel based reports that captured KPIs for new team. Achieved huge reduction of high severity and false positive incidents, increased amount of changes implemented successfully, and incidents resolved without engaging L3 SA.

Implementation of Patching orchestration tools, setting up global procedures, managing and control of Wintel Patching processes for CTI and GCG sectors.

Lean transformation/ Service Onboarding Lead

2015 - 2016

Unix Patching and Software Distribution

Participated in meetings hosted by McKinsey consultants, learning about new operating model. Addressing gaps identified during initial transformation phase. Becoming single point of contact for 3 SA groups. Hosting periodic meetings for our partners, preparing metrics, onboarding new customers.

Forming UNIX Patching Team

2014 - 2015

Unix Patching and Software Distribution

Represented newly formed team on meetings with Unix SA teams, including demonstration sessions. Did proof of concept testing for patch and package deployment process. Created how to documents. Planned and coordinated patch and packages deployments. Prepared spot check reports. Tracked new releases to identify potential customer needs. Tutored new hires.

Volunteer work

Citi Handlowy Leopold Kronenberg Foundation

2017 - Present

Citi Global Community Day's

Disabled Sports Club "Start"

2005 - 2005

Gdansk - Kemi Sailing expedition on the Baltic Sea to the North Pole with 12 person crew (7 disabled persons).