

Top Skills

Skill Development

Key Performance Indicators

Cloud Computing

Certifications

ISTQB Certified Tester Advanced Level, Test Manager

Operations Manager at Testronic

Warsaw Metropolitan Area

Summary

Over a decade of management experience with a strong track record in business development, team leadership, and project management. Recognized for my organizational skills, innovative thinking, and effective communication. Proficient in driving critical decisions during challenging situations.

Experience

Testronic

5 years 3 months

Operations Manager

May 2022 - Present (2 years 4 months)

Warsaw, Mazowieckie, Poland

Managing the successful validation of new projects, ensuring they meet the highest standards of quality and efficiency.

Overseeing the implementation of periodic CSAT (Customer Satisfaction) surveys, resulting in a notable increase in participation.

Collaborating seamlessly with the Recruitment and Learning and Development departments to attract, nurture, and develop top talent.

Assumed responsibility for critical internal processes within the department, including salary reviews and contract extensions for ~700 employees, optimizing operational efficiency.

Vigilantly tracking project hours and promptly identifying discrepancies, leading to significant cost savings.

Vigilantly identifying recruitment needs for senior positions within the Operations department, elevating the team's capabilities.

Serving as a focal point for Project Management Team Leads, resolving issues and ensuring unwavering service delivery consistency.

Project Management Team Lead

June 2019 - April 2022 (2 years 11 months)

Warsaw, Masovian District, Poland

Provided leadership and guidance to the Project Management team, upholding quality standards and orchestrating improvement initiatives.

Pioneered the development of an internal account auditing process, enhancing accountability and efficiency.

Engineered a project status reporting tool, instrumental in the early identification and reporting of issues and risks to senior management.

Established best practices and procedures for Quality Business Reviews (QBR).

Facilitated smooth inter-departmental cooperation and fostered collaborative relationships with clients, fortifying long-term partnerships.

Lionbridge Poland

Global Production Manager

July 2011 - May 2019 (7 years 11 months)

Warsaw, Masovian District, Poland

Drove the strategic management of multiple cross-functional teams specializing in testing, localization, and development for leading technology firms.

Delivered meticulous oversight of project profitability, budgets, purchase orders, and invoicing, ensuring financial health and accuracy.

Spearheaded relationship management, reporting, and business development activities with both internal and external stakeholders.

Cultivated and nurtured a robust trust-based relationship with key clients, fostering long-term partnerships.

Hitachi Systems CBT S.p.A.

System Specialist

February 2008 - February 2011 (3 years 1 month)

Milan Area, Italy

Provided expert technical guidance for the development and troubleshooting of enterprise IT infrastructures, ensuring robust security and optimal efficiency.

Pioneered innovative IT solutions, including virtualization and cloud migration, to drive client innovation and technological advancement.

Engaged with a diverse clientele, including SysMet Banking Automation, Sonae Sierra Italy, IMO Istituto di Medicina Omeopatica, and Mediolanum Cardio Research.

Test Srl

System Administrator

March 2006 - January 2008 (1 year 11 months)

Milan Area, Italy

Orchestrated the installation and configuration of software, hardware, and network systems, guaranteeing seamless operational functionality.
Monitored system performance and swiftly addressed issues, minimizing downtime and maximizing productivity.
Implemented stringent security protocols and efficiency enhancements to fortify IT infrastructure.

Freelance | Self-Employed

IT Consultant

October 1996 - March 2006 (9 years 6 months)

Mazara del Vallo and Rome

Served as a versatile IT technician and consultant, catering to the unique needs of individuals and businesses.

Leveraged expertise in a wide range of IT domains to deliver tailored solutions and optimize operational efficiency for clients.

Education

Università di Pisa

Electrical and Electronics Engineering · (1993 - 1996)