Adam Susło

Senior Pre-Sales Solution Manager & Architect

Contacts

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Adam Susło | LinkedIn

Lądek-Zdrój, Poland

Education

Master of Science, Computer Science
University WSB Merito, Wroclaw, Poland
Since 2024 (expected graduation June 2026)

Bachelor of Engineering, Computer Science and Econometrics
Wroclaw College of Management and Finance, Wroclaw, Poland
2005 - 2009

Certification

Togaf 9 Certified

AZ-303: Microsoft Azure Architect Technologies

Microsoft Certified: Azure Fundamentals

Microsoft Certified: Security, Compliance, and Identity Fundamentals

IBM Agile Explorer

ITIL Foundation in ITSM (Axelos)
ID: GR750264226AS

Skills

Pre-sales solutions development, customer success management, analytical thinking, strategic thinking, cloud computing, on -prem infrastructure, cybersecurity, developing account processes & improvements

About

I am an experienced senior solution manager with over 19 years of overall professional experience in IT, including: customer success account management, delivery of a high-quality solutions to customers, managing minor IT projects, and first-line support duties.

Professional experience

Senior Solution Manager

- **Atos PGS Sp. z o.o. / Bydgoszcz, PL / since July 2023**
- Responsibilities:
  o Leading solutioning efforts on multiple customer accounts/
  o Supporting account leadership team
  o Supporting technical solution discussions
  o Reviewing proposal documents and dealing with escalations

Customer Success Account Manager

- **Microsoft Sp. z o.o. / Warsaw, PL / January 2023 – June 2023**
- Responsibilities:
  o Acting as a delivery leader in the account team and a strategic partner to the customers
  o Orchestrating cross-functional programs that deliver customer value and enable transformational customer outcomes
  o Ensuring execution against the Microsoft Customer Success Contracts

Solution Architect

- **Atos PGS Sp. z o.o. / Bydgoszcz, PL / April 2017 – December 2022**
- Responsibilities:
  o Supporting bids across solution life cycle and projects in delivery phases
  o Delivering end-to-end solution design, including costing and migration
  o Ensuring that IT infrastructure responds to business requirements in most cost-effective manner
  o Validating the solution and its deliverability with organization and 3rd parties

Technical Solutions Manager

- **IBM GSDC Polska Sp. z o.o. / Wroclaw, PL / November 2015 – March 2017**
- Responsibilities:
  o Orchestrating the development of multiple year solutions and associated cost cases
  o Ensuring high quality solutions which meet business and technical requirements and fulfill IBM obligations

IT Field System Specialist

- **Amrest Sp. z o.o. / Wroclaw, PL / July 2014 – October 2015**
- Responsibilities:
  o Leading minor IT projects
  o Providing onsite installation of hardware and software and adjusting configuration to business needs
  o Testing new solutions and changes before deployment
  o Providing 1st line of support

Awards and prizes

Atos Accolade Silver (4x)

- **October 2024:** For extraordinary social responsibility and for architecting "Atos for safe cyberspace" initiative
- **July 2022:** For account improvement project
- **December 2021:** For supporting the reskilling program and mentoring on the job
- **August 2019:** „Adam is always eager to take on new challenges, is proactive, responds to customer requests on time and in line with expectations. In addition, he always shares knowledge in the group, is helpful, friendly and despite his commitment on many fronts, his effectiveness is still at an elevated level"

Atos Accolade Bronze

- **November 2017:** "Adam was awarded for being quick learner. He joined Atos in April 2017. During summer season he was already a fully operational solution architect, that was able to provide proposals of high quality to the client. Moreover, he managed to deal with proposals queue during holiday season with no drop in SLA."

Atos Spot Recognition

- **February 2022:** For demonstrating a 'curious' mindset, seeking to improve how we work on the account and helping the Bid Desk team take advantage of apps & systems.

Languages

- English (Advanced)
- German (Intermediate)
- Polish (Native)
- Japanese (Beginner – learning)

Professional experience (cont.)

IT Service Desk Senior Technician

- **Amrest Sp. z o.o. / Wroclaw, PL / July 2012 – June 2014**
- Responsibilities:
  - Providing first-line and proactive support
  - Cooperating with vendors and external service companies

IT Specialist

- **E.Leclerc / Klodzko, PL / September 2006 – June 2012**
- Responsibilities:
  - Providing first-line support to all employees inside company
  - Maintaining servers, network, data collectors
  - Processing reports in MS Excel

Experience in volunteering

Representative of non-government organisation

- **Ladek-Zdroj, PL / Since September 2024**
  - Focus is to support public school affected by the flood that occurred in September 2024

Chairman of the school's parents' council

- **Ladek-Zdroj, PL / Since September 2023**
  - Improving school surroundings and function to better support education of the children

Vice-chairman of non-government organization

- **Ladek-Zdroj, PL / Since November 2018**
  - Historical education and preservation of historical traces in the community

Hobbies in free time

- Reading technology newspapers about advancements in military and IT technology
- Reading books: sci-fi and fantasy novels
- Trekking
- Playing video games