



RAFAŁ MUCHA

Continuous Improvement Specialist | Web Developer

About Me

Economics master's degree graduate, working in the corporate finance sector. People focused, eager to learn new skills, proactive and keen on new challenges. Experienced in customer service, accounting, reporting, general IT and a self-trained programmer, focused on Front End Dev, mobile and automations.

PERSONAL DATA

CITY: Krakow, Poland
BIRTH: April 1987
PHONE: +48 794 534 604
MAIL: r.p.mucha@gmail.com
SITE: rafalmucha.pl
LinkedIn: profile

LANGUAGES

 Polish: **Native**
 English: **C1+**
 German: **A2**

SKILLS

Driving license | Six Sigma: Green Belt
Linux | Windows | Android | iOS
CRMs | Salesforce
SAP | Oracle Hyperion | Eclipse | Vim
Git | GitHub | Bash | Power Shell
Visual Studio Code | Atom | Brackets
SharePoint Designer | SharePoint
Service NOW | BMC Remedy
SAP Business Objects | MS Power BI
Gimp | Citrix | VPNs | WebEx
MS Active Directory | RDPs | LANDesk
Microsoft Office & Office 365 suite
Team player with a can-do attitude
Communicative | task oriented
Good leadership skills

Education

2012-2014

 Full time studies

Jan Kochanowski University in Kielce

Master's Degree in **Economics**

Specialty: Economics of industry and services

2009-2012

 Full time studies

Jan Kochanowski University in Kielce

Bachelor's Degree in **Economics**

Specialty: Economics of finance and banking

Experience

Feb 2019 – now

Capgemini

Delivery Excellence Specialist - **Web Developer**

E2E web development, maintenance and improvements, administration, access control, Front End & Back End maintenance using: **HTML, CSS, SASS, SVG, Bootstrap, JavaScript, jQuery, ASP.NET, C#, Chart APIs, MS SQL, MS SharePoint**

Business Intelligence Dashboard reporting

SharePoint administration and maintenance via SharePoint Designer

Support engagements in identifying CI opportunities

Driving Continuous Improvement projects to achieve overall objectives of the Organization and engagement

Promoting continuous improvement methodology

Generating demand for automation (through different tools and focus workshops)

Sharing knowledge and awareness proactively

Provide training and knowledge sharing to the business

Jul 2017 – Feb 2019

Capgemini

Reporting & Analysis Senior Analyst - **Command Center**

Active website development, maintenance and improvements (**HTML, CSS, JavaScript, jQuery, ASP.NET, Bootstrap, Google Charts**), administration, access control, Front End & some occasional Back End maintenance

Preparation of daily/monthly reports in MS Excel

Preparation of monthly dashboards in SAP BusinessObjects & MS Power

Preparation of monthly service review PPT decks

General IT support for Citrix, Cisco telephony, VPN, Office Suite software, ERPs, server issues, ticketing on Service NOW, BMC Remedy and various ITSM systems

Calculation of process metrics data based on agreed definitions

Data collection plan control

SharePoint administration and maintenance via SharePoint Designer

ACHIEVEMENTS

Lean Six Sigma – certified **Green Belt**
Scholarship for best students
Written praise from the employer for commitment and attitude at work
English and German language certificates
Excel training course
Google SEO, SEM, e-commerce course
SoloLearn, Udemy & W3s courses in:

HTML5	CSS3	JavaScript
jQuery	Git	Bootstrap
SQL	PHP	AngularJS
JAVA	Kotlin	Python 3
C++	Swift	Ruby
C#	ES6	Node.js
Sass	C	React

INTERESTS

Electronics & new technologies: VR, AR, artificial intelligence, machine learning, smart home tech...
Sports: gym, dancing, mountain walking
Music, mostly instrumental & classical
Music equipment: headphones & speakers
Learning languages - currently German & Japanese
Coding, exploring new languages, Front End frameworks, libraries & tools
Card games: Magic: The Gathering & Poker
Personal development literature

Coordination with engagement team in getting data
Updating required process documentation (procedures) and other documentation within agreed timeframes
Creation of project plans
Coordination of MS SQL database structure creation
Integration of data and information
Implementation of interfaces for data input and data output
Enhancements of service reporting tool sets

Additionally:

Risk & Compliance Coordinator (auditing, creation, preparation and updates of a BCP, R&C logs, operational and Disaster Recovery-related documentation)

Mar 2017 – Jul 2017

ABB Global Business Services

Finance Service Specialist for General Accounting – **GL Reporting**

Performing general accounting activities
Execution of assigned accounting analyses and reports
Ensuring the production of reports, statement of accounts, reconciliations, statements of sourcing, and application of funds (SAP FI, Excel, Oracle HFM, Service NOW)
Conduction of investigations and reconciliations of accounts
Application of accounting techniques and standard practices to the classification and recording of financial transactions
Participation in internal control testing and preparation of relevant documentation
Support of management with financial aspects of project funding and risk assessment

Jul 2016 – Mar 2017

CAPITA

Junior Accountant - **General Ledger**

SAP system & Desktop Housekeeping
Month end journal processing
Timesheet and Expenses Administration, including issuing missing timesheet reports and chasing missing timesheets
Setup of new projects in line with approved PID's or WSA's, including input of initial income & expenditure forecasts
Assistance with the updating/maintenance of project forecasts in liaison with Project Managers Invoice Processing (Accounts receivable and payable)
Assistance with Co-ordination of Annual Business Plan and monthly forecasts
Processing and facilitating timely approval of supplier invoices
Creating Purchase Orders and administration of the end to end PO process
Generating various financial and timesheet reports in SAP to Excel
Salesforce Opportunities creation, maintenance and revenue scheduling

Additionally:

Lead trainer of accounting and bookkeeping basics,
Head of the office's Social Fund Committee,
Member of the office's Charity Team.

Mar 2016 – Jul 2016

CAPITA

Junior Application Support Specialist

Resolving access related requests via SAP within agreed SLAs
Test system changes and upgrades
First line support for internal customers (via mail and phone)
Performing system administration tasks
Solving complex issues related to customers' queries

Additionally:

Lead trainer of accounting and bookkeeping basics,

Head of the office's Social Fund Committee,
Member of the office's Charity Team,
Supporting recruitment (screening candidates), project management, internal marketing, maintenance and updates of a database of employees in MS Access.

Aug 2015 – Mar 2016

CAPITA

CAPITA's contract ended

IT Service Desk Analyst

Responding to incoming requests made via a variety of channels (email, web, voice), against thresholds in line with the contracted SLAs
Logging (via Hornbill Support Works and BMC Remedy), categorising and prioritising all 1st level calls according to the agreed SLA
First Time Fix calls where appropriate via LANDesk, remote access and admin consoles
Active Directory user and domain maintenance
Monitoring of servers
Resolving tickets relating to AD group accesses, new starter and leaver requests, issues with MVS telephony, servers, Exchange, SharePoint and MS Office, CRM plug-ins, Remote Desktop Software, Cisco VPN, WebEx and proprietary corporate software

Additionally:

Lead trainer of accounting and bookkeeping basics,
Head of the office's Social Fund Committee.

Jul 2015

CAPITA

CAPITA's contract ended

Data Administrator

Handling and processing data supplied by the customer, expert and/or provider ensuring the data is accurately input and complete in the CRM system and Excel spreadsheet database
Keeping case notes up to date, concise and relevant to ensure colleagues can interpret correctly and actions are clear
Making outbound calling, chasing medical providers for medical records
Operating within own area of accountability, proactively escalating critical points that may affect a case and act upon them in a timely manner to resolve
Achieve targets for quality and utilisation including Service Standards and applying the Data Protection Act precautions

Dec 2014 – Apr 2015

PLAY

Customer Advisor

Customer service in a PLAY carrier store, calling clients, cash handling, sales of network services.

Jul 2011 – Jun 2014

Medicover

Telephone consultant | Transcription Team Lead

Telephone customer service in Polish and English, training new joiners, transcription of phone calls.
Supervisory of work in a team of 4 staff as team lead of a special side project lasting 3 months.

Apr 2011 – Oct 2012

AIP Foundation

Manager | web-based business owner

Management of a start-up business, invoicing, contacting clients, sales of advertising space, website administration (HTML, phpBB).
Employed and managed the work of up to 15 contractors.