



PERSONAL DATA

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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



RAFAŁ MUCHA

Continuous Improvement Leader | Web Developer

About Me

Economics master's degree graduate, working in the corporate IT 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.

Education

2012-2014 Jan Kochanowski University in Kielce
🇬🇧 Full time studies Master's Degree in **Economics**

Specialty: Economics of industry and services

2009-2012 Jan Kochanowski University in Kielce
🇬🇧 Full time studies Bachelor's Degree in **Economics**

Specialty: Economics of finance and banking

Experience

Jul 2019 – now Capgemini
Continuous Improvement Leader - **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, VBS, VBA, React, TypeScript**
Automations & RPA/robotics consultancy
Automations (Excel, macros, scripting solutions) design & implementation
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
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

Additionally:

Web Development basics trainer (conducting trainings for employees on the basics of FrontEnd development - HTML5, CSS3, JavaScript (ES5 & ES6), jQuery, Bootstrap & SharePoint as servers)

Feb 2019 – Jun 2019 Capgemini
Continuous Improvement 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
Promoting continuous improvement methodology

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, M1M0, Programming Hub,

Google, 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
VB 6	Vue 2	

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

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

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 GA – **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

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 Process 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.