






## 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

FrontEnd | UI 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

Oct 2020 – Now ZenSar Technologies  
FrontEnd UI Developer

Web development, maintenance, new features, testing and improvements using:

- HTML, CSS, JavaScript, Bootstrap, jQuery,
- React, Angular, AngularJS,
- LitElement, Salesforce, Lightning Design System,
- Git, GitLab, Figma

Feb 2020 - Oct 2020 GFT  
Experienced Software Engineer

Web development, maintenance and improvements, administration, access control, Front End & Back End maintenance using:

- HTML, CSS, JavaScript,
- React, Vue.js, Bootstrap, jQuery,
- Angular, Angular Material,
- Node.js, Express, PostgreSQL, Docker,
- TypeScript, SASS, Figma

Designing and implementation of solutions according to customer requirements, documentation of work and mentoring.

Building modern Single Page Applications

Version control using Git, GitHub, GitLab

Working in Scrum methodology

Feb 2019 - Jan 2020 Capgemini  
Continuous Improvement Leader - **Web Developer**  
(Acting CI Leader till July 2019)

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**

## 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 certificates

Excel training course

Google SEO, SEM, e-commerce course

SoloLearn, M1M0, Programming Hub,

Google, Udemy & W3s courses in:

HTML5	CSS3	JavaScript
jQuery	Sass	Bootstrap
React	Redux	MongoDB
PHP	Vue.js	Angular
NodeJS	Svelte	Express
Git	SQL	Python 3
JAVA	Deno	Materialize
Ionic	C#	Go

## INTERESTS

Electronics & new technologies: VR, AR, artificial intelligence, smart home tech...

Sports: gym, dancing, mountain walking

Music, mostly instrumental & classical

Music equipment: headphones & speakers

Learning languages - currently German

Coding, exploring new languages, frameworks, libraries & tools

Board & card games: Magic: The Gathering, Poker...

Personal development literature

Cooking

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 & SharePoints as servers)

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 PowerBI

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

SharePoint administration and maintenance via SharePoint Designer

Coordination with engagement team in getting data

Updating required process documentation within agreed timeframes

Creation of project plans, implementation of interfaces for data input and data output

Coordination of MS SQL database structure creation, integration of data and information

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 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 to the classification and recording of 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, issuing missing timesheet reports and chasing

Setup of new projects in line with PID's or WSA's, input of 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, project management, marketing, updating an MS Access database.

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 and 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 in a CRM system and Excel; outbound calls, chasing providers.

Dec 2014 – Apr 2015

PLAY

Customer Advisor

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

Jul 2011 – Jun 2014

Medicover

Telephone consultant | Transcription Process Lead

Phone 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 up to 15 contractors.