



PERSONAL DATA

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LANGUAGES

🇬🇧 English: C1+
🇩🇪 German: A2

SKILLS

Driving license
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

Reporting Specialist | Front End 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.

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 2017 – now	Capgemini Polska Sp. z o.o.
	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)

ACHIEVEMENTS

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 & W3schools courses in:

HTML5	CSS3	JavaScript
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jQuery	Git	Bootstrap
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SQL	PHP	AngularJS
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JAVA	Kotlin	Python 3
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C++	Swift	Ruby
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C#	ES6	C
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INTERESTS

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

Sports: gym, dancing, mountain walking

Music, mostly instrumental & classical

Music equipment: headphones, speakers & and such

Learning languages, currently German & Japanese

Coding, exploring new languages, Front End frameworks, libraries & tools

Card games: Magic: The Gathering & Poker

Personal development literature

Mar 2017 – Jul 2017

ABB Global Business Services

Finance Service Specialist for General Accounting [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 (Polska) Sp.z o.o.

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 (Polska) Sp.z o.o.

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 (Polska) Sp.z o.o.

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 (Polska) Sp.z o.o.

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 Sp. z o.o.

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.