RAFAŁ MUCHA

RPA Infrastructure Leader | 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
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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

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
RPA Infrastructure 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 SharePoints, VBS, VBA, React**
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)

Feb 2019 – Jun 2019	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 SharePoints**
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

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

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 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

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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

Resoling 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 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.