



## 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, Udemy & W3s courses in:

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

## 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  
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.