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.

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

Oct 2020 – Now	ZenSar Technologies
	FrontEnd 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

Jul 2019 – Jan 2020	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 SharePoints, VBS, VBA, React, TypeScript**
Automations & RPA/robotics consultancy
Automations (Excel, macros, scripting solutions) design & implementation
Business Intelligence Dashboard reporting

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	AngularJS
PHP	Vue 2	Angular 9
NodeJS	NestJS	ExpressJS
Git	SQL	Python 3
JAVA	Deno	Materialize
Ionic	C#	Laravel
Flutter	Svelte	MongoDB

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

Coding, exploring new languages, frameworks, libraries & tools

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

Personal development literature

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
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 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

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

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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

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, 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.