



## 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

Software Engineer | Web 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

Feb 2020 – now 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

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 certificates  
Excel training course  
Google SEO, SEM, e-commerce course  
SoloLearn, M1M0, Programming Hub,  
Google, Udemy & W3s courses in:

HTML5	CSS3	JavaScript
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jQuery	Sass	Bootstrap
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React	Redux	AngularJS
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PHP	Vue 2	Angular 9
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NodeJS	NestJS	ExpressJS
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Git	SQL	Python 3
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JAVA	Deno	Materialize
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Ionic	C#	Laravel
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Flutter	Svelte	MongoDB
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## 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

### 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  
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, 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 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

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 (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 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 ensuring it is accurately input and complete in the CRM system and Excel spreadsheet database; making outbound calls, chasing medical providers for 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 and achieve SLA targets

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 the work of up to 15 contractors.