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|  | | | | | | | RAFAŁ MUCHA  Continuous Improvement Specialist | 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. |
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| **PERSONAL DATA** | | | | | | |
|  | **CITY:** | | Krakow, Poland | | | | **Education**   |  |  | | --- | --- | | 2012-2014 | Jan Kochanowski University in Kielce | | D:\Users\ramucha\Downloads\bootstrap CV\MyCV_BS\img\08.png Full time studies | Master’s Degree in **Economics** |  |   **Specialty:** Economics of industry and services   |  |  | | --- | --- | | 2009-2012 | Jan Kochanowski University in Kielce | | D:\Users\ramucha\Downloads\bootstrap CV\MyCV_BS\img\08.png Full time studies | Bachelor’s Degree in **Economics** |   :  **Specialty:** Economics of finance and banking |
|  | **BIRTH:** | | April 1987 | | | |
|  | **PHONE:** | | +48 794 534 604 | | | |
|  | **MAIL:** | | [r.p.mucha@gmail.com](mailto:r.p.mucha@gmail.com) | | | |
|  | **SITE:** | | [rafalmucha.pl](http://rafalmucha.pl/) | | | |
|  | **LinkedIn:** | | [profile](https://www.linkedin.com/in/rafa%C5%82-mucha-5b4a84110/) | | | |
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| **LANGUAGES** | | | | | | |
|  | | Polish: **Native** | | |  | |
|  | | D:\Users\ramucha\Downloads\flag-UK.png English: **C1+** | | |  | |
|  | | D:\Users\ramucha\Downloads\flag-GR.png German: **A2** | | |  | |
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| **SKILLS** | | | | | | | **Experience**   |  |  | | --- | --- | | Feb 2019 – now | 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 and engagement  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 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   |  |  | | --- | --- | | 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 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 | |  | 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. |
| 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 | | | | | | |
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| **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 | |
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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 & Japanese  Coding, exploring new languages, Front End frameworks, libraries & tools  Card games: Magic: The Gathering & Poker  Personal development literature | | | | | | |
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