






## 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



## ACHIEVEMENTS

# RAFAŁ MUCHA

## FrontEnd | UI Developer

## About Me

Economics master's degree graduate and a self-trained programmer, focused on Web Development, UI, UX & mobile. People-oriented, eager to learn new skills, proactive and keen on challenges.

## 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

Apr 2022 – Now CISCO Systems via Collabera  
Senior Software Developer

Web development, maintenance, new features, testing and improvements using:

- HTML, CSS, JavaScript, Bootstrap, jQuery,
- Vue.js, Angular, Angular Material, TypeScript,
- Python 3, Docker, Node.js, SQL

Version control using Git, GitLab, GitHub

Working in Scrum, Figma designs & prototyping

Mar 2022 – Apr 2022 DXC Luxoft  
Senior Software Developer

Web development using: HTML, CSS, JavaScript, Angular, Angular Material, TypeScript

Version control using Git, GitHub, Jira

Working in Scrum, Figma designs & prototyping

Oct 2020 - Feb 2022 CISCO Systems via ZenSar Technologies  
FrontEnd UI Developer

Web development, maintenance, new features, testing and improvements using:

- HTML, CSS, JavaScript, Bootstrap, jQuery,
- React, Vue.js, Angular, Angular Material, TypeScript, SASS,
- Polymer, LitElement, Salesforce, Lightning Design System,
- Python 3, Docker, Node.js, MongoDB

Version control using Git, GitLab, GitHub, working in Scrum, Figma designs & prototyping

Recruitment activities & technical interviews

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,

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	MongoDB
PHP	Vue.js	Angular
NodeJS	Svelte	Express
Git	SQL	Python 3
JAVA	Deno	Materialize
Ionic	C#	Go

## INTERESTS

Electronics & new technologies: VR, AR, artificial intelligence, 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

Cooking

- 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

Feb 2019 - Jan 2020

Capgemini

Continuous Improvement Leader - **Web Developer**

(Acting CI Leader till July 2019)

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 SharePoint, VBS, VBA, React, TypeScript**

RPA & Automations design & implementation, Business Intelligence Dashboard reporting

SharePoint administration and maintenance via SharePoint Designer

Identifying CI opportunities, driving Continuous Improvement projects, promoting CI methodology, generating demand for automation

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)

Jul 2017 – Feb 2019

Capgemini

Command Center Senior Analyst - **Web Developer**

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

Updating required process documentation within agreed time frames

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

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  
 Performing system administration tasks, solving complex issues related to 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.