**ARTUR BLONSKI**

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**Transformation Manager, Senior Support Engineer, Lean Change Agent, ITIL Practitioner Support & Restore certified Global Service Manager with an extensive experience in a global companies, Problem Manager, Subject Matter Expert, DBA, supporting the IT Infrastructure in a distributed environment**

**Summary** Transformation Manager, Senior Support Engineer, supporting the IT Infrastructure in a global distributed environment. Lean Change Agent – taking part/ leading many Lean Transformation projects. ITIL Foundation – ITIL Practitioner – Six Sigma – Prince2 – MCSE ‑ MCDBA certified. Strong analytical and problem solving skills and very good verbal and written communication. Quick learner, able to adapt to changes and new technologies. Excellent understanding of issues and finding positive solutions through use of troubleshooting, problem solving, teamwork and communication skills.

**Experience**

*November 2011- Present*

**Transformation Manager/Product Manager**

*Capgemini Poland Capgemini, Krakow*

Main tasks:

• Management the implementations of the Service Desk tools

• Management the implementations of Internal Software House applications

• Management of Lean processes implementation and Service Desk transformation

• Product Management of the Service Desk tools

• Management of day-to-day project activities

• Identification of resources required for the project along with proper resources leveraging during execution phase

• Development of project deliverables and ensuring proper signoff through stage gate reviews

• Effective risk management and mitigation plan creation and execution

• Management of project budget through analysis of project profitability and resource utilization

• Proper project change management

• Cooperation with Operations Teams on a daily basis

• Holding regular team / stakeholders meetings

• Regular reporting on project progress to all stakeholders

May 2007 – November 2011

**Problem Manager/Subject Matter Expert**

*Capgemini Poland Capgemini, Krakow*

BP SMC Problem Management Team

Global Problem Management Process owner:

\* developing and maintaining the problem control process

\* reviewing the efficiency and effectiveness of the problem control process

\* producing management information

\* managing problem support staff

\* allocating resources for the support effort

\* monitoring the effectiveness of error control and making recommendations for improvement

\* developing and maintaining problem and error control systems

\* reviewing the efficiency and effectiveness of proactive problem management activities.

\* acting as a subject matter expert knowledge regarding IT Service Management (ITIL) within Capgemini

\* developing and maintaining the error control process

\* acting as a subject matter expert for BP – the Service Management

Process Compliance

June *2005 – April 2007* **Advanced system administrator, MS SQL DBA consultant**

*Electronic Data Systems Corporation (EDS) EDS-Poland, Warsaw*

*EDS is a leading global technology services company delivering business solutions to its clients. EDS founded the information technology outsourcing industry more than 40 years ago. Today, EDS delivers a broad portfolio of information technology and business process outsourcing services to clients in the manufacturing, financial services, healthcare, communications, energy, transportation, consumer, retail industries and to governments around the world.*

• Creating and maintaining procedures for escalating problems, creating a network for the problem management under the problem manager

• Assisting in the creation of new processes for the EMEA problem management process,

• Analyzing the aggregate incident data to identify key trends

• Creating and preparing data for reviewing the efficiency and effectiveness of the problem management process

• Designing, developing and maintaining theASP.Net application for problem management workflow,

• Assisting with the prioritisation of problems,

• Designing and implementing the interface for the customer ticketing system with SSIS packages,

• Designing and implementing the export interfaces for the customer .Net WEB application with SSIS packages,

• DBA consultancy for company customers. Responsible for:

* performance tuning the database and stored procedures.,
* designing database structure,

• Designing and implementing the MS SQL replication component via WAN,

• Developing, editing and maintaining the advanced ASP. Net Web reporting tool for global the Thread and Vulnerability Management group

• Designing, developing and maintaining the advanced ASP. Net Web application for the Site Assessment and Transition Readiness group

• Developing and maintaining the advanced ASP. Net Web application for the KPI’s and performance matrix for the  EMEA Operational Support group

• Developing, editing and maintaining operating procedures and standards workflow for the global Thread and Vulnerability Management group

• Assisting the Global Enterprise’s Management members in project management areas:

* Problem Management
* Team Management

• Assisting in recognising and identifying potential areas where existing operation services policies and procedures require change, or where new policies required to be developed, and making recommendations in these areas.

• Conducting meetings on operational management level for purposes of presentations, reviews and approvals of recommendations, etc.

• Working with other service line and operational groups as necessary.

• Assuming additional responsibilities as required

Nov. *2001 – June 2005* **Senior****Support Engineer**

*Apriso, Long Beach, USA*  Technical Center Krakow, Poland

*Apriso is a one of Top 100™ Software Vendors which provides processes- based event-driven collaborative execution solutions.*

The position requires a dual role composed of approximately *50% application support* and *50% application development*

• Providing 1st, 2nd and 3rd line support, supporting 24x7, providing on-call cover at the Customer Care Center for *C++, C# and .Net Customized Applications* for large blue chip companies around the World in the following industries: automotive, pharmaceutical, defense, financial and others

• Designing, developing and testing complete customized add-ons solutions for company customers

• Collaborating with the Software Services Team, the Project Management and other software developers to ensure the high quality of the released software,

• Cooperating with the Software Services Team to ensure maintaining company standards of the database structure and design,

• Designing, developing stored procedures, triggers and views in T-SQL, PL/SQL,

• Designing and implementing support incident reports in the Crystal Reports,

•Identifying issues/problems quickly and accurately and resolving them in a timely structured and logical way, thoroughly exploring the background and alternatives

• Very successfully building a strong relationship with key customers.

Apr.*1999 – Oct. 2001* **Presales Software Specialist, Network and System Administrator**

*Consoft* Krakow, Poland

• Managing day-to-day running operations, administrating and supporting the LAN and WAN infrastructure consisting of intranet and corporate web servers, file and print servers, database, servers, remote access servers, proxy/firewall servers, DNS-DHCP servers and switching/routing hardware.

•Making hardware and software recommendations and giving support to customers using Symantec and Microsoft products.

• Working with companies to implement solutions to business problems based on Microsoft solutions.

• Maintaining a customer working network infrastructure (AD, MS Exchange 5.5, IIS, DNS,FTP and file server)

• Configuring network servers, implementing virus protection and other security solutions.

• Supporting the customers efforts to ensure their equipment and software was year 2000 compliant.

**•** Successfully implemented and supported Symantec **AntiVirus** solutions for a big Polish bank network.

**Education**

*2001* **Masters of Science (Computer Science in Control and Management)**

*University of Science and Technology* Krakow, Poland

**Certifications** • Prince 2 Foundation Certified 2014

• Engagement Management Certified 2014

• Six Sigma Green Belt Certified 2010

• ITIL Practitioner (EXIN) 2008

• ITIL Foundation (EXIN) 2006

• Microsoft Certified Systems Administrator (MCSA) 2003

• Microsoft Certified IT Professional, Database Administrator

• Microsoft Certified Technology Specialist, SQL Server 2005

• Microsoft Certified Systems Engineer, Windows 2000

• Microsoft Certified Database Administrator, MS SQL 2000

• Microsoft Certified Professional

I hereby give consent for my personal data included in my application to be processed for the purposes of the recruitment process under the Personal Data Protection Act as of 29 August 1997, consolidated text: Journal of Laws 2016, item 922 as amended.

Wyrażam zgodę na przetwarzanie moich danych osobowych dla potrzeb niezbędnych do realizacji procesu rekrutacji (zgodnie z Ustawą z dnia 29.08.1997 roku o Ochronie Danych Osobowych; tekst jednolity: Dz. U. 2016 r. poz. 922).