Artur Blonski

*Project Manager*

Krakow, Poland

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AREAS OF

EXPERTISE

Project Management

Vendor Management

Transformation Management

Product Management

Customer Service Management

Lean Transformation

Service Improvement

IT Management

Languages

English, Polish

CERTIFICATIONS

Prince 2 Foundation Certified

Engagement Management Certified

CAPM PMI (Prep to apply for PMP Credential in progress)

Six Sigma Green Belt Certified

ITIL Practitioner Certified

ITIL v3 Foundation Certified

Microsoft Certified IT Professional, Database Administrator

Microsoft Certified Systems Engineer (Win 2k)

# SUMMARY

Certified Project Manager with experience providing full cycle of the project management over IT implementations and Transformations, managing the global and regional projects and service improvements.

Excel at liaising between business and technical areas to achieve on-time, on-budget and on-spec project completions. Able to merge customer and user needs with business requirements, budgetary restrictions and logistical considerations to meet project deliverables. 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.

I am looking forward to start cooperation at the B2B business model which does not required employment sponsorship.

# WORK EXPERIENCE

## 2011-11 -

Present

2011-10 -

2007-05

**Project Manager**

Capgemini, Poland

Successfully completed the Programme of the Password Reset Tool Pilot and implementations of the Outsourced

Service Desks for one of the world's foremost providers of consulting, technology and outsourcing

Completed many Lean transformations Projects of the Outsourced Service Desks as a member of the Delivery Excellence Team

Completed the pilot of the Workforce Management Tool project.

Successfully delivered the new in-house tool integrated with the Telephony systems which allows to decrease the time of the End Users calls

Assigned to the company group BID process as the Password Reset Automation Tool Subject Matter Expert

Trained more than 10 PMs to effectively managed the Service Desk Tools implementation projects utilizing the industry project management best practices

Nominated to the Corporate Trainer - Trained more than 100 employees, Team Leaders, Managers in the Lean A3 Tool (problem solving), Lean Awareness

Developed and maintained strong client relationships

Managed projects involving Remote teams

Demonstrated proficiency with flowcharting/process mapping

Experienced in managing both Waterfall and Agile initiatives

Introduced a new Password Reset Automated Tool as enabler of the savings (cost reduction) in the Service Desks

Decreased the Run costs of the Service Desks by 7 % after implementation the new tools in the Outsourced Service

Desks

Decreased the cost of the tool implementation by 20 % EUR after negotiating a contract with the new supplier

## **Problem Manager / Subject Matter Expert**

Capgemini, Poland

Successfully managed the problem management process

Developed and improved the customer problem management process

Promoted and assigned as an ITIL SME for many Service Desk improvements initiatives

Introduced the monitoring of the effectiveness of the problem management process resulted in the reduction of the repeating incidents by 20%

## 2007-04 -

2005-06

**Advanced System Administrator**

Electronic Data Systems Corporation (EDS), Poland,

Managed the Global Thread and Vulnerability service for over 30 000 users

Developed and maintained the report for the Thread and Vulnerability service

Developed the process documentation and procedures for the Thread and Vulnerability services

Decreased number of the human errors by 20%

Increase the KPI's visibility of the process to Management

## 2005-05 -

2001-11

**Senior Support Engineer** Apriso, Kraków, Poland

Successfully provided 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

Developed and documented the Incident Management process

Developed and documented the testing procedures for the patch release process

Decreased number of the human errors by 20%

# EDUCATION

## 1995 - 2001 Master of Science AGH University of Science and Technology, Krakow, Poland

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.