

Charles Szmagara

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An experienced, passionate and visionary start to end IT service lifecycle practitioner with technical background and broad understanding of hybrid cloud architectures, with strong communication skills who has worked on pivotal roles and managed multiple stakeholders up to C-level and has successfully driven ITSM & Agile improvements into organisations with a focus on collaboration, transparency and service excellence is looking for opportunities in service innovation and design. Multiple industry exposure including Finance, Telecoms, Retail. Design Thinking, ITIL® v3 (Service Design, Transition, Operations), v4 Foundations and Prince2® Practitioner certified.

Job Experience and Responsibilities

Insight

London, UK
www.insight.com

Service Design Architect (Solutions Architect)

October 2017 to Present

Full Time Employee

- ✓ Leads in the design of IT Services for Insight Managed Services department covering EMEA region
- ✓ Responsible for Service Architecture, evangelised best practice approach with the use of modern frameworks and methodologies such DevOps, Design Thinking (Design Sprints), Agile, Lean
- ✓ Created an Agile ITSM framework by incorporating Lean and Agile principles for Service Management Team
- ✓ Introduced new collaboration and communication methods from Service Design toolkit to improve general acceptance and understanding of service design documentation
- ✓ Designed and transitioned new and changed strategically aligned and emerging IT services, worked collaboratively with delivery and operational teams to ensure services are tested in alignment with service design and acceptance criteria
- ✓ Led service development in private and public sector in a hybrid cloud environment for Connected Workforce practice built on a Microsoft SaaS platform (M365 stack: Win10, O365, EMS) as well as for Supply Chain practice
- ✓ Delivered scalable professional and managed services with projected annual revenue stream of £10 Million+ in the first year of release
- ✓ Produced and updated contractual documents - Statements of Work; Created and updated cost/pricing models
- ✓ Translated business and customer requirements and contractual obligations into Service Design
- ✓ Participated in customer and partner/supplier meetings to conduct initial research and defined scope of service
- ✓ Collected business and customer requirements to build user stories, formalised a human-centric approach to service design with the use of service blueprints and customer journey maps
- ✓ Performed user story to service features mapping; built and managed service transition plans based on Agile PM
- ✓ Organised and facilitated Design Thinking workshops to solve complex problems and gain awareness and understanding of services being developed across different departments
- ✓ Worked closely with multiple business and IT stakeholders to achieve full service management lifecycle
- ✓ Co-produced sales enablement collateral by working with learning & development, product management and marketing teams

Intercontinental Exchange (TMX Atrium)

London, UK
www.tmxatrium.com

Technical Services Architect – September 2016 to October 2017

Full Time Employee

Operations & Service Desk Manager – March 2015 to August 2016

Full Time Employee

- ✓ Focuses on system integration, tools, processes and people across multiple departments and organisations in order to achieve full service management life cycle
- ✓ Project managed multiple service, systems, tools and process improvements for a maturing infrastructure service and managed services provider in a competitive, distributed, fast-paced, global 24/7 environment
- ✓ Conducted project and operational activities with strict accordance to a set budget; where applicable built business cases and escalated requests for additional funding
- ✓ Produced and presented service improvements plans to a wider audience, including senior stakeholders, in order to buy their acceptance and to deliver agreed benefits to the business
- ✓ Worked closely with product and programme managers from other TMX groups on new service design and service integration initiatives as an avid proponent of efficient and optimised solutions
- ✓ Has successfully transformed non-technical Service Desk into a fully autonomous technical NOC by driving and implementing following initiatives:

- Policy, Process and Procedure improvement and documentation
- Migration of Incident, Change, Problem, Project and Task Management from in-house developed application to JIRA ticketing system in accordance with ITIL & Agile methodology
- Delivering transparent communication and knowledge management tools in order to increase collaboration between all departments, thus enhancing internal and cross-team knowledge absorption
- Restructuring of teams and working with other heads of departments on building new and improved processes governing all aspects of IT service lifecycle
- ✓ In-sourced support for wireless services based in US with a use of existing 24/7 Service Desk for fibre infrastructure – improved cost efficiency and communication with customers
- ✓ During early months of his employment, has fully revamped change management processes which stabilised services and decreased number of incidents, then continued to work on organisational and cultural changes in order to bring understanding of ITIL processes and to shift towards a DevOps mindset
- ✓ Urgently built and then managed service catalogue; was also proactively involved in the creation and management of service portfolio
- ✓ Created frameworks and templates for Service Delivery (ie. new services, decommissioning), Engineering (ie. approval procedures, deployment instructions, service verification) and Operation teams (ie. shift reports, knowledge articles) in order to standardise approach to service management
- ✓ Greatly increased efficiency and accuracy of incident and maintenance communication by building an automated notification system with a use of JIRA and internally developed, bespoke applications using SCRUM methodology
- ✓ Governed and standardised processes for all IT departments with a use of automated reporting which monitors performance metrics across all divisions, products and regions
- ✓ Designed, built and documented SLAs, OLAs, KPIs and other metrics for Operational, Delivery, Development and Engineering Departments
- ✓ Acts as a key lead for all service improvement projects and escalation point for all process related enquiries
- ✓ Incorporates service governance, design, transition, operation and service improvement activities around Operations, Engineering and Service Delivery departments for TMX Atrium fibre and wireless services
- ✓ Writes documentation and provides training and coaching to all staff globally on new tools and processes in order to increase awareness and alignment with new organisational and platform changes
- ✓ Drives initiatives and tactical moves for TMX Atrium stakeholders in order to bring business closer to IT thus providing quality services in accordance with best practices around ITIL and Agile frameworks
- ✓ Works alongside Engineering, Service Delivery, Development and Sales departments and other IT/business units, responsible for the implementation and standardisation of ITIL and Agile processes for TMX Atrium whilst managing Service Desk and driving its transition to technical NOC
- ✓ Organises service reviews with clients and 3rd party providers; generates availability and capacity reports
- ✓ Works with business, network and finance teams on new capacity and availability improvement projects
- ✓ Overhauled service monitoring capabilities by delivering a new, updated monitoring system (OpenNMS)
- ✓ Worked on automated configuration management solutions with key SMEs (network, systems, development)
- ✓ Acts as an Incident, Change, Problem, Project, People, Process, Knowledge, Service and Operations Manager
- ✓ Responsible for service transition and operation, chairs Service Control and Service Review meetings (internal)
- ✓ Manages a team of 6 Service Desk Analysts/NOC Operators in an ultra low latency infrastructure service and managed services provider environment for finance industry
- ✓ Manages migration of TMX Atrium systems, tools and processes into Intercontinental Exchange post acquisition; reports on risks and actively resolves any service design & transition issues

NetSuite (Venda)

London, UK
www.venda.com

Service Operations Manager, Platform Operations January 2014 to March 2015

Full Time Employee

- ✓ On a pivotal role, responsible for overall service delivery and service operations of e-commerce services in DevOps environment. Manages a team of 6 SaaS engineers based in two locations (UK, US)
- ✓ Successfully re-organised a team structure of service and system engineers for Platform Operations department which resulted in improved team performance and forward planning capabilities
- ✓ Owns project management resource planning, ensuring that all service engineering activities are delivered on time, with quality and accordingly to SLAs and OLAs
- ✓ Maintains close partnering relationships with technical, product and business groups
- ✓ Point of contact to engage and provide support to business and technical stakeholders, including Service Desk, Systems Engineering, Release Management, Software Development, Quality Assurance, Project Management, Account Management and Service Delivery Teams
- ✓ Provides project direction for delivery of new services and projects within Platform Operations using Agile and Prince 2® frameworks
- ✓ Maintains high availability and performance for all managed products and services
- ✓ Has successfully developed and improved policies & processes for service management by using ITIL® framework
- ✓ Represents Platform Operations, generates and provides weekly reports to the board of Venda Technology Group

(senior stakeholders)

- ✓ Creates and documents KPIs and metrics to determine and monitor effectiveness and service improvements
- ✓ Ensures all line reports are set appropriate goals and are given appropriate opportunities to grow and deliver value. Responsible for hiring.
- ✓ Fulfills high standards of service and project management based on ITIL, Agile and Prince2 frameworks

BlackBerry Ltd UK
(Research In Motion)
Slough, Berkshire, UK
www.blackberry.com

NOC Team Lead - January 2012 to January 2014

Full Time Employee

NOC Unix Administrator (Deputy TL) - April 2011 to January 2012

Full Time Employee

NOC Operations Administrator - January 2010 to March 2011

Full Time Employee

- ✓ Successfully managed day to day operations in a complex, fast paced, 24/7/365 mission critical environment for the regions of Europe, Africa, Middle East and India
- ✓ Acted as a first point of contact during service impacting incidents; facilitated changes during maintenance hours
- ✓ Took part in driving key initiatives, tactical moves and strategic decisions for BlackBerry Operation Stakeholders, including change management process and disaster recovery plans
- ✓ Responsible for resource, performance and development management of his team (10+ people)
- ✓ Successfully fostered accountability and collaborative work environment across many teams
- ✓ Gained vast experience in hiring, leading and managing multi-cultural non-technical and technical employees
- ✓ Provided technical and leadership guidance during difficult times in order to pro-actively improve quality of service
- ✓ Has successfully resolved incidents and problems not only within BlackBerry core network and infrastructure, but also outside of BlackBerry scope by using Kepner-Tregoe problem solving and decision making techniques
- ✓ Took command during high pressure situations and worked with variety of technical SMEs, Service Managers, Senior Executive Stakeholders as well as with BlackBerry Partners (mobile networks) in order to resolve incidents as quickly as possible
- ✓ Customer focused, highly communicative, culturally sensitive, operating services based on SLAs, OLAs and KPIs
- ✓ Took ownership of tasks and projects to their completion stage, responsible for managing projects within the NOC
- ✓ Successfully coached and mentored members of the NOC, vastly improving their technical skills and abilities
- ✓ Performed regular one on one team meetings as a part of his "coaching for performance" plan
- ✓ Built relationships with internal teams as well as with different vendors and partners of BlackBerry
- ✓ Redesigned and improved Incident and Change Management processes & procedures on Remedy ticketing system
- ✓ Performed daily, weekly and monthly incident and change ticket reviews with a use of SAP Business Objects
- ✓ Improved execution of daily tasks by introducing automation (bash scripts run on demand or scheduled)
- ✓ Generated reports from raw logs, performed data processing tasks on a day to day basis
- ✓ Has performed troubleshooting on various Cisco and Juniper routers and switches as well as on load balancers
- ✓ Monitored and actioned alerts for all types of services, hardware and software and network related

Pharm-Olam
International UK
Ascot, Berkshire, UK
www.pharm-olam.com

Network Administrator for UK and Europe

September 2006 to December 2009

Full Time Employee

- ✓ Built and Tested, then Deployed and Fully Customized Enterprise Network Monitoring System based on Nagios
- ✓ Performed administrative and engineering tasks on Servers (Windows/Linux/Unix) and Network devices
- ✓ Analysed network, software and operating system problems and suggested proactive solutions to IT Director
- ✓ Supervised and provided helpdesk training for new employees
- ✓ Assembled server racks and replaced hardware parts of servers and desktops in an office and DC environment

Evatrans, ZROT, FHU
Multiprojekt, Frost Sp. z
o.o, ArNet
Szczecin, Zachodniopomorskie,
Poland

Network Administrator / IT Support Analyst

October 2003 to August 2006

Contractual Position/Freelancer

- ✓ Provided general server and network installation and administration as well as desktop support

Education and Qualification

ITIL® V4 Foundation Certificate

Qualification obtained from PeopleCert, UK

August 2019

Design Thinking Fundamentals Certificate

Qualification obtained from Designthinkers Academy, Amsterdam

March 2019

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| ITIL® V3 Service Design Certificate Qualification obtained from BCS, UK | January 2017 |
| ITIL® V3 Service Transition Certificate Qualification obtained from BCS, UK | November 2016 |
| ITIL® V3 Service Operation Certificate Qualification obtained from BCS, UK | August 2014 |
| PRINCE2® Practitioner Certificate Qualification obtained from BCS, UK | July 2014 |
| 7 Habits for Managers Managerial Training Course, UK | September 2012 |
| ITIL® V3 Foundation Certificate in IT Service Management Qualification obtained from BCS/QA, UK | May 2012 |
| Lead(on): Leadership Series Leadership and People Management Training Course, UK | September 2011 |
| Coaching for Performance Internal Training Course, UK | April 2011 |
| Advanced Unix Data Tools and Techniques QA Training Course, UK | March 2011 |
| Kepner-Tregoe Problem Solving and Decision Making Training Course, UK | December 2010 |
| Advanced Linux Administration QA Training Course, UK | July 2010 |
| West Pomeranian University of Technology Faculty of Computer Science, PL Specialization: Data and Network Security www.wi.ps.pl | Education accomplished in July 2006 <i>Master's Engineer thesis incomplete (passed all exams)</i> October 2000 to July 2006 |

Skills

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| EQ | strong work ethic, adaptable, enthusiastic with positive attitude, committed to continued training and learning, natural leader (High D&C in DiSC profile), strong influencer, great communicator and team player | |
| Knowledge and Experience | Leadership, Coaching, Mentoring, Training Line and Matrix Management Service Innovation / Improvement / Operation / Management / Delivery / Design / Governance Incident / Change / Problem / Project / Process / People / Knowledge Management Configuration Management Requirements Gathering, User Research Stakeholder and Relationship Management Application/System Integration, Process Automation Budget Management 3rd Party (Vendor, Supplier, Partner) Management In-sourcing / Outsourcing / Managed Services Provider SLA, OLA, KPI Tracking and Reporting Procedures, Processes and Policy Documentation Writing Business Intelligence/Service Reporting (Major) Incident and Problem Troubleshooting Kepner-Tregoe Problem Solving and Decision Making Command Centre/NOC Management, Data Center Management Disaster Recovery and Business Continuity Plans Data Processing LAN/WAN Architecture, Low Latency Networks, Load Balancing OS Architecture, Service Architecture Project Management: Prince2, Waterfall, Agile (Scrum, Kanban) | Modelling: Workflows, BPMN, UML Application Integration: JSON, XML, SQL REST API Software: Miro/Realtimeboard, JIRA, Confluence, Hipchat, Slack, Sharepoint, MS Teams, Remedy, Salesforce, ServiceNow, MS Word/Excel/Powerpoint/Project/Visio, Ceptah Bridge, nFeed, Gliffy DevOps Mindset Linux: CentOS, Redhat, Ubuntu, Slackware, SuSe, Linux From Scratch Unix: FreeBSD Windows: Windows Server 2003/2008/2012 Network: Juniper/Cisco/Perle/Accedian Unicast Routing: OSPF/BGP Multicast Routing: IGMP/PIM Virtualization: VMWare Infrastructure: Cabling/NAS/SAN/PowerEdge/Rack Hosting Database: PostgreSQL/MySQL/MSSQL Proxy: Apache/Squid Configuration Mgmt: Ansible Monitoring: OpenNMS, Nagios, EMC Smarts, Netuitive Scripting: Bash, Awk, Sed, regex, perl Load Balancing: F5, Riverbed Other Services: DNS, (s)FTP, SSH |
| | Language Polish (<i>mother tongue</i>) English (<i>fully proficient oral and written</i>) Portuguese & German (<i>basic</i>) | |
| Full UK driving licence cat. B | | |
| REFERENCES available upon request | | |