



## ELIZA WÓJCIK

IT MANAGER, PROJECT MANAGER

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### Expertise

Project management – overseeing work progress, coordinating tasks, and implementing agile practices

Service management – ensuring the effective operation of services, meeting SLA requirements, updating knowledge bases, and introducing new procedures to enhance efficiency

Team management – coaching team members and building strong relationships within the team

### Education

Master Degree – specialization Big Data & Data Analytics, Warsaw School of Economics

Bachelor Degree – Logistics, Air Force Academy in Dęblin

### Languages

English – business fluent

Polish - native

### Certificates



### Relevant experience

**The Atos Group** 03.2019 – present

#### Project Manager 2022-now

- Leading project with Azure technology
- Leading project with Power BI technology
- Managing BAU team specialized in Tableau technology
- Running projects with Agile framework
- Providing high quality service and development outputs
- Constant monitoring of services quality and availability (SLA, KPI)
- Managing budget
- Organising project work through meeting routines – daily retrospective, planning
- Team allocation to tasks
- Cooperation with stakeholders and technical teams
- Planning and overseeing continuous improvement initiatives
- Ensuring that requirements are available, known and met
- Establishing communication routine including escalation paths
- Handling escalated situations
- Maintaining quality documentation
- Organizing emergency actions
- Appointing and guidance of teams to implement non standard activities and new procedures

#### Team Leader 2021-now

- Leading team consisting of IT specialists
- Allocating team members to projects across the organization
- Aligning team members growth with their aspirations and the organization's vision
- Establishing regular communication: one-to-one meetings as well as team meetings

#### Tableau Developer 2020-2022

- Developing interactive dashboards and reports
- Developing estimates for projects and report statuses
- Addressing users concerns, ideas and suggestions
- Providing training to end users

#### Junior Tableau Developer 2019-2020

- Developing tableau dashboards
- Presenting data in a visually appealing manner
- Converting business requirements into technical specifications
- Collaborating with other teams to seamlessly integrate systems

## Description of the experience from a projects perspective<sup>1</sup>

### Project for a Client from Banking Industry

#### Tableau Team

Scope:

Maintaining a Business Intelligence platform for over a hundred users, developing reports for business

Duties:

- Supervision of a team of six specialists, including administrators, developers and testers
- Coordination of the team's daily activities
- Budget management
- Monitoring the quality and availability of the service for users (SLA, KPI)
- Coordination of new development projects as part of changes
- Implementing and maintaining agile practices (Scrum)
- Collaboration with stakeholders and other development teams
- Managing initiatives aimed at continuous process improvement

### Project for a Client from Insurance Industry

#### Power BI Team

Scope:

Maintaining and developing a Business Intelligence platform and generating reports for users.  
After completing the implementation process - responsibility for maintaining the solution and providing operational support.

Duties:

- Managing a team of five developers
- Preparing regular reports on work progress
- Coordination of the team's work at all stages of the project, from collecting requirements, accurate estimation, through creating reports, to the testing phase and further maintenance.
- Business negotiations regarding the budget for maintaining the team
- Discussing and agreeing on the terms and conditions as part of the acceptance of services
- Planning and organization of shifts and work schedules (on-call)

#### Azure Team

Scope:

Taking over an existing solution developed by another group and creating a new team responsible for further development and support.

Duties:

- Conducting the recruitment process of developers to the team
- Organization of knowledge transfer between the existing and new team
- Acting as a liaison between the business department and the development team
- Escalation management

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<sup>1</sup> Refers to experience within Atos Group as a Project Manager