

## BOGLARKA PACZARI-HORVATH

Certified ITIL, 6Sigma & Lean Business Process Improvement Expert  
Senior Business Analyst & Agile Process Transformation Lead

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### PROFESSIONAL SUMMARY

**Strategic Process Transformation Lead** with 14+ years in ICT delivering **€700k+ in documented cost savings**. Combines hands-on execution with strategic leadership—leading teams while driving complex transformation programs. Proven track record leveraging **Lean Six Sigma, Agile, and ITIL frameworks** to standardize processes, automate workflows, and eliminate inefficiencies across Opportunity-to-Cash, Order Management, and ITSM value streams. **5+ years of 100% remote work experience** leading globally distributed teams. Open to contract/interim positions globally, with preference for **Telecom, FinTech, and ICT sectors**. AI-augmented professional actively leveraging Microsoft Copilot, ChatGPT, and Claude to drive efficiency and profitability.

### KEY ACHIEVEMENTS

- **€700k+ Total Cost Savings**
- **50% API Reduction** (projected at Swift)
- **15-20% Process Efficiency Gains** consistently
- **15+ FTE Equivalent Savings** via automation

### PROFESSIONAL EXPERIENCE

#### Functional Lead — E-form Optimization & API Integration

S.W.I.F.T. | Belgium (Remote) | September 2025 – Present

- Lead team of 3-5 driving E-form optimization and API consolidation in transformation program
- **50% API Reduction (Projected)** — redesigning endpoints to cut complexity and maintenance

#### Senior Order Fulfilment Business Analyst & Process Optimization Lead

S.W.I.F.T. | Belgium (Remote) | October 2024 – September 2025

- **20% Productivity Improvement** — designed optimized future-state workflows
- **15% Process Efficiency Increase** — migrated workflows from SAP S/4HANA to PEGA

#### Founder & Process Optimization Expert

InnovateIT Consulting (Own Consultancy) | Remote | September 2024 – Present

- Strategic process optimization consulting using Six Sigma, Lean & Agile for global clients

#### Principal Business Operations Specialist

NTT Ltd. | Remote | November 2022 – September 2024

Led cross-functional process improvement initiatives utilizing Six Sigma and Lean best practices to define and implement the division's target operating model across the Opportunity-to-Cash value stream.

#### **Strategic Projects:**

- Migration of billable change order process from legacy ERP to SAP S/4HANA
- Operationalized variable billing with standardized rating & metering process
- Process owner for 10+ standardization projects across Opp2Cash

#### **Key Achievements:**

- **2 FTE Savings** — removed data validation cycle and waiting time from monthly invoicing
- **20% Decreased Waiting Time** — implemented Case Management workflow for order intake
- **€500k+ License Cost Savings** — merged 3 enterprise processes and retired legacy tools

**Agile Deployment and Adoption Lead**

British Telecom | Hungary | September 2021 – November 2022

Managed business requirements alignment with project goals using Agile framework. Led stakeholder feedback processes, tracked KPIs, executed tool rollouts, and defined adoption plans.

**Key Achievements:**

- **20% Process Efficiency Uplift** — reduced lead times through workflow automation in Deal Management
- **25% Reduction in Manual Tasks** — identified and removed non-value-added activities
- **21% Adoption Rate Increase** — drove PEGA workflow adoption through targeted user engagement

**Business Improvement Specialist**

British Telecom | Hungary | October 2015 – September 2021

Designed and optimized internal and client-facing ITSM processes. Established MI framework as MI Lead in major transformation program. Led automation projects to enhance efficiency and service quality.

**Key Achievements:**

- **\$100k+ Annual Savings** — automated internal ticket quality check (10 FTE reduction)
- **50% Incident Ticket Volume Reduction** — strategic process redesign for hung-line check cases
- **3 FTE Savings** — analyzed and optimized client's field services process

**Business Operations & Service Chain Operations Manager**

T-Systems | Hungary | October 2011 – October 2015

Professional leadership of multiple operations teams. Conducted feasibility studies and business cases. Performed financial and capacity planning for new business. Monitored operational quality using ITIL framework.

**Key Achievements:**

- **Successful KONE Onboarding** — operational onboarding and ongoing management
- **30% Reduction in Client Escalations** — implemented cross-functional collaboration and reporting framework
- **10% Reduced Delivery Time** — first Six Sigma project in Order Management (Greenbelt accreditation)
- **CMDB Improvement Project** — launched and defined scope for division's data quality initiative

**TECHNICAL SKILLS & TOOLS**

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ERP & Workflow	SAP S/4HANA, PEGA, ServiceNow
Process & Design	ARIS, Visio, Miro, Mural, Confluence
Project & Agile	Jira, Confluence, MS Project
Analytics & BI	Power BI, Qlik, Excel (Advanced), Minitab
AI & Productivity	Microsoft Copilot, ChatGPT, Claude, Microsoft 365

**CERTIFICATIONS**

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| • Six Sigma Green Belt — T-Systems     | • ITIL Service Operation — EXIN                  |
| • PRINCE2 Foundation — AXELOS          | • ITIL Continual Service Improvement — EXIN      |
| • Lean Practitioner — BQF              | • ITIL Service Transition — EXIN                 |
| • Change Management Practitioner — BQF | • LeanIT & Business Architecture — BCS           |
| • Business Architect — QA Ltd          | • Enterprise Architecture Foundations — LinkedIn |

**EDUCATION**

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**Bachelor's Degree in Economics — Tourism and Travel Services Management**

Budapest Business University | 2006 – 2010

**Erasmus Exchange — Tourism Management**

Hochschule Heilbronn, Germany | 2009 – 2010

**LANGUAGES**

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**English** — Full Professional | **German** — Intermediate | **Hungarian** — Native