

BOGLARKA PACZARI-HORVATH

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

Email: horvath.boglarka@hotmail.com | Phone: +36 30 325 6332

Website: <https://bogihorvath.com> |

LinkedIn: <https://www.linkedin.com/in/boglarka-paczari-horvath/>



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**
- **15-20% Process Efficiency Gains** consistently
- **50% API Reduction** (projected at Swift)
- **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

ERP & Workflow SAP S/4HANA, PEGA, ServiceNow

Process & Design ARIS, Visio, Miro, Confluence

Project & Agile Jira, Confluence, MS Project

Analytics & BI Power BI, Qlik, Excel (Advanced), Minitab

AI & Productivity Microsoft Copilot, ChatGPT, Claude, Microsoft 365

CERTIFICATIONS

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

EDUCATION

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

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