Adam Trzaskowski

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Skills

- Leadership skills & strategic thinking - while working for a client, I saw a need for a general purpose interface for our new product. I built it, promoted the solution, and now it's being implemented by whole SimCorp.

- Certified Azure Administrator, DevOps & Architect

- Coding skills in Python, Go ; expert in PowerShell scripting

- MBA in Process- and Quality Management

Experience

2020-02 - present

IT Service Delivery Consultant (self-employed)

SimCorp / Finanz Informatik

Building 380+ independent Simcorp Dimension environments (each one consisting of 3-7 shared servers) for German Sparkassen at Finanz Informatik with highest security & reliability standards.
Architected and coded a CLI in PowerShell for SimCorp Configuration Manager (75+ REST APIs) - a new configuration transport tool.
- created 45min of pre-sales videos of the above tool. Used by SimCorp Sales&Marketing worldwide and for training purposes internally.
- co-created a SaaS delivery model, which allows rapid deployment for multiple customers.
100% Remote

2019-07 - 2020-01

Leader of the Application Support Team

Falck

Leader of two newly created application support teams: formulated the strategy for team development, process management, training and coaching

2019-02 - 2020-01

Application Manager for Global Enterprise Management System

Falck

Single point for contact for GEMS support (27k users, 35 local administrators) and development at Falck Company. Responsible for:
• Troubleshooting of the most complex issues
• Shaping the global ITIL-based support policy (1st/2nd and 3rd line of support)
• Change/Release/Incident/Access management
• BI development using Power BI (CEO and board level reporting)
• Close cooperation with internal developers, vendor support, local administrators, infrastructure specialists and project managers

2018-06 - 2019-02

Technical Support Engineer with German

Ivanti

Support for administrators of Ivanti Service Desk in troubleshooting of complex issues related to deployment, customization and performance of their systems. Technologies used: Microsoft SQL Server, Windows Server, IIS, Web debugging (DevTools/Fiddler/Wireshark)

2017-10 - 2018-06

Technical Support Engineer in the Back-end Team

MicroStrategy

Diagnosing and fixing Business Intelligence/IT issues for Fortune 500 companies. Certified Microstrategy Master Data Analyst and Administrator. Familiar with state-of-the-art reporting and data management practices, both from technical and business point of view. Cooperated with BI departments of: Maersk, Raiffeisen Bank, Lufthansa Cargo, Deutsche Bank, Santander Bank.
• Practice with various databases (relational and Hadoop-based) and SQL - troubleshooting data modelling issues and performance issues
• Knowledge of data warehousing concepts
• Defect definition and reproduction

Achievements:
• Recognized as the most efficient Engineer in EMEA team in Q1 2018 - 200% of an average throughput
• Designed and lead soft-skill workshops for new employees on best problem solving, troubleshooting and communication techniques

2012-10 - 2016-11

Head of the Blister Packing Unit / Deputy Quality Manager

Barmherzige Brüder. Linz, Austria

During my tenure as Leader of Blister Packing Unit, I implemented numerous improvements, which resulted in a 70% increase of the total output per hour, along with a lower error rate and increased worker satisfaction. I often cooperated with a subsidiary company *CareSolutions* which was producing software for the whole group. Responsibilities:

• Direct supervision of the production team (eight people)
• Coordination between process stakeholders (clients, IT, suppliers, logistics and management), 20+ people
• Process optimization across departments
• Implementation of new equipment and software (acting as a product owner/project manager)
• Continuous development of the GMP quality management system
Accomplished Projects:
• Transition from an autocratic to participative work environment
• Change of work organization towards greater flexibility - employees were required to train more extensively, encouraged to assume more personal responsibility and take an active role in decision making
• Automation of split tablet dispensing. Process included writing scripts in Python and GMP process validation. Production speed and capacity increase of 22% per dispensing machine.

🎓 Education

2014-03 - 2016-06

MBA "Quality, Project and Process Management", Limak Austrian Business School, Linz

MBA for operations and quality specialists. Outside classical business curriculum it included: • Six Sigma Green Belt training from Quality Austria • Total Quality Management • Lean Management • Project Management One semester was exclusively dedicated to communication and conflict management.

2006-09 - 2012-04

Pharmacy , Warsaw Medical University

Specialization: Computer-aided drug design