# MJ (Maciej) Szczesny

Experienced Technical Business Analyst turned Software Developer

📞 021 128 1779          ✉ mjfelixdev@gmail.com          🏠 mjfelix.dev          🐙 mj-felix          in mjfelix

## Profile

- 12 years of work experience in IT (+ several years of web dev freelancing beforehand)
- Worked for international companies - Citibank and Fiserv, as well as local NZ organisations – Kiwibank, Victoria University of Wellington, Accident Compensation Corporation (ACC)
- Broad spectrum of roles and responsibilities ranging from developer to business/technical analyst to project manager to scrum master
- Technically trained and minded (certifications, trainings and academic experience – Engineer of Computer Science with 1st class honours) collated with business acumen broadened through Postgraduate Certificate in Business Administration (graduated with distinction)
- Currently intensively upskilling in software development specialising in Full Stack JavaScript (mainly but not limited to React, Node, Express, Mongo, SQL databases) and delving into backend technologies using "more traditional" programming languages (Java, C#)
- Fast learner excited about his new journey and motivated to make a dent in the universe; have made great progress on independent learning - assessed as too advanced for the Dev Academy bootcamp!

## Key Competencies and Areas of Expertise

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| JavaScript Full Stack Development | Requirements Gathering, Analysis and Management |
| Software Development Life Cycle (SDLC) | Data Analysis, Mapping and Migration |
| Digital Channels, CRM, Integration | Process and System Modelling |
| Waterfall and Agile (including Scrum and SAFe) | Collaboration and Negotiation Skills |
| Technical Delivery Focus | Analytical and Problem-Solving Skills |

## Work Experience

| Jul 2020 – Mar 2021 | **Senior Technical Business Analyst** | **Accident Compensation Corporation**, Wellington |
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- Technical business analysis in Integration area; involved in 3 main initiatives:
  - *Find Support project* - requirements elicitation and analysis for Provider API used by findsupport.co.nz website; documentation of API specification in Confluence and translation to user stories and specification by example in Jira retaining traceability to the business requirements; translation of API business logic into database tables, joins and fields; advising and revision of test cases (in Karate test-automation framework)
  - *Accredited Employer Program (AEP) project* – collaboration with AEP business analysts, AEP solution architects and data warehouse analyst to gather requirements regarding monthly incoming claim files from Accredited Employers; discovery of the current validations for these files from SAS program source code and documentation of the results in Confluence; review of the solution architecture; review of the test plan and test scripts
  - *ERP project* – participation in discovery workshops from Integration side; revision of integration points; elicitation, analysis and documentation of reqs for file transports (Axway) and APIs; collaboration with external stakeholders (Solent, Deloitte)
- Establishing a standard of documentation for Non-Functional Requirements in an Integration context
- Performing the role of Scrum Master for the Snowflake squad, facilitating Scrum ceremonies, maintaining Scrum board and disseminating knowledge about Agile to the wider Integration team

**Key achievements:**

- My Confluence/Jira documentation has become a standard for other Tech BAs (also outside of the Integration team) to follow
- Hit the ground running with the Find Support project, retrospectively documented what has been already implemented and built on top of it contributing to the implementation of this important online search tool for victims of sexual abuse and assault
- I have taught myself to understand SAS source code and I have been able to engage successfully with AEP stakeholders – this has greatly contributed to the high quality of ca 300 validations I have documented for AEP files

| Mar 2019 – Jun 2020 | **Senior Business Analyst (contract)** | **Accident Compensation Corporation**, Wellington |
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- Lead BA on Targeted Financial Incentives project introducing technical solution for <u>Workplace Injury Prevention Subsidies</u>
- Elicitation of business requirements from teams responsible for design, operational management and payout of Subsidies
- Translation of business requirements into features, user stories (story mapping) and acceptance criteria introducing changes to MS Dynamics CRM
- Close collaboration with the team members:
    - MS CRM Functional consultant and MS CRM developer - devising of data model and relationships; review of logic for workflows and business rules, review of logic for customer eligibility list import functionality
    - Test Analyst - smoke testing of introduced functionalities, test cases and test results review, consultation on testing scope and approaches across different environments, production verification testing using own account
- Close collaboration with external technical teams:
    - Integration – documentation of technical requirements/API calls; testing and troubleshooting support
    - My ACC for Business – review of UI designs, user stories, business rules; review/updates to Swagger API documentation; testing and troubleshooting support
    - Business Systems – establishing the process of provisioning of customer eligibility lists
- Gathering requirements for data migration from Salesforce to MS Dynamics CRM, devising migration approach, building of intermediary tool for migration (XLS with VBA macro) and active participation in the migration activities
- Revision of business process maps; write up of CRM system steps; conducting training for different teams/business roles
- Coordination of Production releases in collaboration with Project Manager, Release Management and Environments team
- Post-live support for operational teams: clarifying system behaviours, impact analysis of new requirements, defects investigation
- Setting up of Scrum board (physical and then – after Covid outbreak - in Jira), coaching the team how to use it and benefit from it
- Performing the role of Scrum Master facilitating Scrum ceremonies, maintaining Scrum board and burndown chart
- Construction of KPIs/measures dashboards (in Power BI) for Grants & Subsidies team contributing to the implementation of *Outcome Framework and Monitoring* feature (SAFe framework)

**Key achievement:**

- Yet another successful project for which I have acted as a Lead BA with my responsibilities spanning outside of my core role – this time contributing to an awesome initiative of making New Zealand a safer workplace!

| Mar 2017 – Dec 2018 | **Data/Technical Business Analyst (contract)** | **Victoria University of Wellington** |
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- Lead BA on migration project of Victoria International department's CRM solution from Oracle Cloud Services to MS CRM
- Gathering, analysis, documentation and maintenance of:
    - *data migration* requirements and specification; translation of old data model into new data model ensuring core business processes work as is or with minimal amendments/crucial improvements
    - requirements regarding *MS Dynamics CRM configurations*: forms, views, reports, email and document templates, workflows; implementation/configuration of some of these artefacts
    - requirements for the *webforms* interacting with CRM solution ensuring their compliance with the new data structure (form fields translation) and resulting in no or minor changes to back-office business processes (process mapping)
    - requirements and specification for *integration with external (to CRM) database components* (data fields translation; specification by example)
    - requirements for *Enquiry Management* processes; implementation of the Enquiry Management solution in MS CRM
- Designing Kanban board (in online Visual Studio), introducing the process to follow for the project team members
- Collaboration with developers/consultants (externally provided by 3 vendors), testers, project manager, product owner, change advisers (workshops to clarify requirements and discuss technical design, test cases/mind maps revision, "train the trainers")
- Smoke testing of all implemented changes (CRM configurations, webforms) and trial and production migrations of data; review of CRM configurations as well as JavaScript code (CRM custom behaviour) identifying flaws and implementing fixes
- Data extraction from old system, transformation using VBA macros and passing to the vendor in agreed form for upload to the new system; migration of certain entities via manual upload; collaboration with vendor for extraction of physical files from old system
- Post-live support: working closely with the users to identify and remedy any issues via clarifying the behaviour of the new CRM system, introduction of required views and extracts of data, raising new requirements for vendors according to identified priority
- Discovering and elicitation of requirements for any enhancements to MS CRM system, translation to functional specifications, liaison with vendors and testing of the implemented changes; feasibility studies, gap analysis and feeding into business cases
- Support and implementation of Marketo (marketing automation software) integration to MS Dynamics CRM system

**Key achievements:**

- My broad skill set, experience and effective collaboration with vendors were instrumental in the success of the migration project; my project manager described me as *"one of a very few BAs in town that could pull it off on their own"*
- Data extracts I prepared have not been tested for compliance with migration requirements due to time and cost constraints; yet no issues have been identified post-live, proving my diligence and meticulousness

| Jun 2016 – Mar 2017 | **Senior Technical Business Analyst – Payments (secondment)** | **Kiwibank**, Wellington |
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- Conducting analysis and documenting of solution/functional requirements in the area of payments in collaboration with business and IT stakeholders ensuring appropriate level of requirements' traceability, management and communication
- Collaboration with Enterprise Quality resources for test estimates provision, test cases/scenarios review, defects validation
- Process improvement through introduction of Agile processes (e.g. daily stand-ups, team estimation sessions, retrospectives; specification by example)
- Deeply involved in Core Modernisation programme (replacement of core banking system) – Phase 3 (participation in blueprinting, provision of high-level solutions and estimates) and Phase 2 (preparation of implementation plans for dress rehearsals)
- Informally acting as second in command and delegated to represent the team in various meetings and forums
- Mentoring Junior Analysts in Payments team; contributing to Scrum and Technical Analysis Communities of Practice

**Key achievements:**

- Smooth delivery of time-critical initiatives as imposed by RBNZ (OBR exercise, compliance work requests) ensuring fantastic communication with the stakeholders
- Great contribution to CoreMod as a lead technical analyst from IT Payments side; establishing fruitful relationships with CoreMod stakeholders
- Awards related to Kiwibank's DNA - Quarterly IT Awards nominee in "Great" category (Oct 2016), additionally: IT Payments hero for being "Gutsy" (Jul 2016), "Great" (Aug 2016), "Side by side" (Nov 2016)

| Jan 2016 – May 2016 | **Technical Delivery Lead – Innovation (secondment)** | **Kiwibank**, Wellington |
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- Managing IT delivery and release planning as well as being point of tech contact for Digital Onboarding application
- Ensuring work packages/user stories are delivered as planned monitoring progress of implementation
- Identifying external dependencies and establishing associated actions for successful IT delivery
- Identifying risks and issues and resolving any impediments impacting IT delivery; estimating work effort and resourcing requirements
- Housekeeping and administration to effectively lead the IT Squad
- Representing IT Squad at the wider project/program meetings
- Performing the role of Scrum Master

**Key achievement:**

- Successful establishment and leading of IT Squad for the purposes of implementation of RealMe Assert project; introducing and sustaining of Scrum processes in the team; keeping the implementation on track despite many dependencies and identified issues

| Sep 2014 – Dec 2015 | **Senior Technical Business Analyst – InTouch** | **Kiwibank**, Wellington |
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- Requirements gathering and analysis process to fulfil customer and business needs regarding InTouch application (call centre/branch/back-office application/CRM)
- Translating business requirements into comprehensive functional and non-functional technical requirements
- Identification of application users through SQL queries of the database holding a copy of executed middleware API calls in Prod
- Collaboration with PMs, architects, developers, testers and other BAs as well as business units' representatives and application users
- Establishment and continuous improvement of IT systems (mainly InTouch), processes and procedures following Agile concepts
- Floating in between Scrum teams, preparing user stories, acceptance criteria and specification by example
- Acting as a Product Owner; advising on features prioritisation based on customer needs and business goals, clarifying team's queries on behalf of users, overviewing features' implementation and communicating the status externally
- Acting as a Scrum Master; shielding the team from interruptions, resolving obstacles, encouraging intra-team collaboration

**Key achievements:**

- Successful refactoring of InTouch functionalities (stakeholders' identification and engagement, business requirements elicitation, technical analysis tasks, dependencies identification, user reviews)
- Successful transposition of Ultracs (Core Banking System) functionalities into InTouch space (Ultracs users' engagement, collaboration with business-side analysts, technical analysis tasks, Ultracs and Middleware specification revision)
- Successful implementation of Home Loan Fixing functionality in InTouch channel (business and technical analysis tasks, feature implementation coordination, dependencies resolution, defects tracking, conducting user training)

| Jul 2014 – Aug 2014 | **Business Analyst (contract)** | **Kiwibank**, Wellington |
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- Lead BA for YouPost project – integration of YouPost solution into mobile and Internet banking
- Collaboration with NZ Post and KB digital business representatives for business reqs elicitation and documentation
- Coordination of inter-teams (tech business analysts and architects from NZ Post, KB Internet and mobile banking team, KB Middleware team) efforts for the purposes of high level tech design preparation and estimations - feeding into Business Case
- Creation of project artefacts (user stories, UML diagrams, Business Case draft)

| Mar 2013 – Mar 2014 | **Business Analyst** | **Fiserv**, Poland |
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- Supporting Revenue Enhancement project for BZWBK bank (Santander group): market analysis of credit card terms & conditions, fees & charges in relation to Polish law and compliance regulations
- Involvement in Mobiliti Mobile Banking initiatives: EMEA market analysis in terms of mobile banking applications and the functionalities they offer for the purposes of Fiserv's strategy establishment; participation in Bank of Ireland Mobiliti project as Lead Business Analyst: business and functional requirements elicitation and documentation, performing testing tasks
- Conducting a comparative analysis of Internet Banking for the purposes of adjusting Fiserv's Corillian solution to the Polish market; shadowing incumbent Business Analysts contributing to Fiserv's implementation of Corillian product at First Bank of Nigeria
- Providing support to sales team activities through demonstrations and presentations, RFP responses generation, PL-EN translations
- Peer review of BA artefacts; conducting training regarding Business Analysis topics for fellow BAs (BA Academy in Polish office)

**Key achievement:**

- Successful implementation of additional functionalities (SEPA transfers, Mobile Top-up, Mobile Wrapper) in Bank of Ireland iOS and Android apps (establishing and conducting business analysis process)

| Apr 2012 – Mar 2013 | **Internet/Mobile Banking Expert (role: BA/PM)** | **Alior Bank**, Poland |
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- Responsible for introducing mobile banking at Alior Bank (Android/iOS/WP apps, Light and HTML5 tablet website)
- Creation and implementation of new solutions in Internet/mobile banking system - participation in designing, integration, implementation and testing of new functionalities
- Cooperation with software solution vendors and other departments of the bank (regarding business requirements gathering and analysis, maintenance, testing, bug fixing and development of Internet/mobile banking platform)
- Internet/mobile banking projects business-side coordination making decisions on schedule, cost and scope to ensure projects are in line with previously determined business objectives
- Gathering, elicitation and documentation of business and solution requirements for online channels; preparation of user manuals
- Impact analysis of the change within channels onto other banking systems (mainly MW and core system) and third-party systems
- Reviewing test plans/scenarios to ensure reqs are met, supporting QA team in coordination with test lead, reviewing defects and working with the vendor and other departments in the bank to determine suggested solutions, priority of fixes and workarounds
- Cooperation with graphical agencies (regarding preparation of graphic design of User Interface, promotional banners and videos)
- Monitoring of changes and trends in Internet/mobile banking - analysis and reports preparation
- Preparation of informational and marketing materials to encourage customers to use online banking
- Development of console Java application for calculation and verification of pay-by-link fees to third parties

**Key achievement:**

- Successful implementation of Alior Mobile Banking (project management and business analysis tasks, testing and production release coordination, marketing promotional activities)

| May 2009 – Mar 2012 | **IT Projects Senior Analyst (role: Tech BA/Frontend Dev)** | **Citibank**, Poland / Singapore |
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- Cooperation with business units, analytical teams and system solutions vendors to introduce IT solutions in Internet banking ensuring high quality of artefacts and on-time project delivery
- Active collaboration with support teams and developers located abroad (India, Singapore, China)
- Project team support for introducing Citibank Online (Internet Banking System) functionalities:
  - Requirements' elicitation and analysis of existing transactional system functioning (presentation layer as well as server-side), impact analysis onto other applications/systems (e.g. CRM)
  - User Acceptance test cases verifications, analysis of bugs against requirements, resolutions suggestion and implementation
  - Ethical Hack tests support (cooperation with Vulnerability Assessment team from the USA; penetration test requirements verification, identified security bugs analysis, solutions suggesting, fixes verification)
  - Supporting as Subject Matter Expert being the source of information, providing guidance and disseminating knowledge throughout the whole lifecycle of the project
- Cooperation with the production support team:
  - Production releases support, on-the-fly release issues identification, fix suggestion and testing
  - Production problems analysis, verification of identified issues against requirements, fix suggestion and implementation
- Frontend development (HTML/CSS/JavaScript/JQuery/AJAX; Bank's informational and transactional website)
- Management of frontend development team (5 persons) since 2011

**Key achievements:**

- Successful implementation of Citibank Online Internet Banking (8-month secondment to Singapore; project management and coordination, business and technical analysis, test cases validation, defects tracking and fixes prioritisation, frontend development; received Instant Recognition reward for commitment and dedication)
- Successful management of frontend development team (coordination and delegation of tasks, motivating and coaching team members, establishing internal procedures)

## Education

2012 – 2016, **Postgraduate Certificate in Business Administration, graduation with distinction**, Aston Business School, Birmingham, UK

2007 – 2012, **Engineer of Computer Science**, Polish Japanese Institute of Information Technology, Warsaw, Poland
- double major: **Databases, Business Applications Programming, graduation with first-class honours**, studies in English
- final application: "Culinary web application with elements of social portal" utilising Struts2 (JEE framework) and MySQL
- academic societies: Human-Computer Interaction Scientific Group (co-founder), Project Management Scientific Group
- 2008, 2009, 2010 awarded scholarship for superior grade average

2003 – 2007 (studies discontinued after 4th year), Medical Doctor, Military Faculty of Medicine, Medical University of Lodz, Poland
- 2004, 2005, 2006 awarded scholarship for superior grade average

## Certifications and Trainings

2021, **Learn C# for Beginners Crash Course**, 13 hours, Tim Buchalka, Udemy

2021, **Learn Java Programming Crash Course**, 12.5 hours, Tim Buchalka, Udemy

2021, **MERN eCommerce From Scratch**, 15 hours, Brad Traversy, Udemy

2021, **React Front to Back**, 14 hours, Brad Traversy, Udemy

2021, **The Git & GitHub Bootcamp**, 17 hours, Colt Steele, Udemy

2021, **The Web Developer Bootcamp 2021**, 63 hours, Colt Steele, Udemy

2020, **Certified SAFe 5 Practitioner**, Scaled Agile Inc

2014, **Specification by Example**, Assurity

2013-2014, **Associate's Certificate in Project Management**, The George Washington University, USA
- courses: Business Analysis, Scheduling and Cost Control, Managing IT Projects

2013, **Six Sigma 101**, Fiserv

2012, **Oracle Certified Professional, Java EE 5 Web Component Developer**, Oracle Certification Program

2012, **Oracle Certified Professional, Java SE 6 Programmer**, Oracle Certification Program

2012, **Oracle Database 11g Administrator Certified Associate** (Administration I + SQL Fundamentals I), Oracle Certification Program

2012, **PRINCE2 Foundation certification**, APMG-International Certification Program

2012, **OMG-Certified UML Professional Fundamental**, Object Management Group Certification Program

## Interests

Contract Bridge (Provincial Master), Horology, Football

## References

I have some excellent references, available upon request.