



PAULINA CIACH

IT PROJECT COORDINATOR

MAIN OBJECTIVE

In my working life, I am an IT Project Coordinator. On the weekends I am a student in the field of Information Technology. By acting in these two roles at the same time, I set up myself a long-term goal to develop my career with continuous improvement.

TECHNICAL SKILLS METHODOLOGY TECHNOLOGY

Commercial experience:

- Kanban
- Asana
- Panaya
- SQL
- Release Management

Noncommercial experience:

- Scrum, Agile, DevOps
- Java OOP
- GIT
- Scripting languages
- Eclipse/IntelliJ

SOFT SKILLS

- Communication
- Flexibility
- Motivation
- Problem Solving Abilities
- Teamwork
- Time Management

CONTACT DETAILS

Cell: 575-070-195

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WORK EXPERIENCE

IT Project Coordinator

InfiniteDATA | November 2019 - Present

- Owner of Change Management process:
 - making sure that all involved stakeholders are following the process
 - ensuring project deadlines are met
 - measure and monitor progress to ensure change request are delivered on time; weekly reporting
 - communicate release details and schedules to the Business as required
- Maintaining the Test Manager role:
 - ensure content and structure of all Testing documents, artifacts are documented and maintained, document, implement, monitor, and enforce all processes for testing as per standards defined by the organization

Technical Support Specialist

InfiniteDATA | March 2019 - November 2019

- researching, diagnosing, troubleshooting, and identifying solutions to resolve system issues
- taking ownership of customer issues reported and seeing problems through to resolution
- following standard procedures for proper escalation of unresolved issues to the appropriate internal teams

Imaging Service Representative

Quad Graphics Europe | July 2016 - October 2018

- provide high-quality service for internal clients as well as our customers, being a single point of contact for all people involved in printing process
- scheduling, trafficking, and troubleshooting jobs.
- investigating the whole production process and decision path from all gathered information
- apply business judgment to exceptional situations and escalate as needed to higher-level technical support.
- suggest continuous improvement opportunities in standard processes & quality routines

EDUCATION

University of Gdansk

Information Technology | 2019 -2022

SDA Software Development Academy

JAVA Course | November 2017 - July 2018

Westchester Community Collage Vallahala

ESL Course | January - May 2015

CERTIFICATES

- ITIL® Foundation Certificate in IT Service Management - v.4
- AgilePM® Agile Project Management Foundation

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