

# TOMASZ MURAWSKI, MBA

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## Experienced IT Manager

IT strategy development and implementation • IT system implementations • IT Shared Service

Accomplished senior IT Manager with over 10 years' experience in: Systems Integration, IT Infrastructure and Business Consulting. Unifies and simplifies IT services and systems in constant optimization processes. Business oriented change leader in the international environment. Well organized team builder and manager with good negotiation skills. MBA and Engineer of Science, undergoing ISO27001 and ISAE certifications.

### IT Competencies

<u>Systems administration</u>	<u>Telecom technology</u>	<u>Programming</u>
<ul style="list-style-type: none"><li>• UNIX-like</li><li>• MS-Windows</li><li>• Servers</li><li>• LDAP</li><li>• Postgres</li><li>• Checkpoint</li></ul>	<ul style="list-style-type: none"><li>• Computer Networks&amp;Protocols</li><li>• Commutation</li><li>• Teletransmission</li><li>• Multiplexing</li><li>• Siemens EWSD Switch</li><li>• PABX Switches</li><li>• VoIP protocols: SIP, H.323</li></ul>	<ul style="list-style-type: none"><li>• Bash</li><li>• TC Shell</li><li>• Perl, Pascal</li><li>• PL/SQL</li><li>• HTML, Java, PHP</li><li>• Python</li><li>• C/C++, TEX</li></ul>

## Professional Experience

Company XXX

from 2012

Head of IT Development Department, Security Officer

- Managed implementation of a new finance/accounting system leading to automation of accountants work (about 60% of operations) and reduced number of external supporting calculations (about 40%). In the project: did analysis of available systems, negotiated contract with providers, mapped out implementation process, as PM completed the project on time and budget
- Reorganized the software development team based on particular competencies and improving performance as a result
- Insourced frontend applications development leading to a better control over the development process
- Built and lead architecture team to control the company systems architecture and linked it to the project management process to ensure better efficiency
- Revitalized the issue tracking system - deployed new system closely related to development process to have better view of development circle
- Deployed the reporting/BI system for internal and external use leading to improve the reports development and relieve main transactions system
- Simplified the processes: release management, change management in order to be able to manage them more efficiently

XXX Polska

2011 - 2012

Interim Manager

- Performed IT Operations processes improvement to get SLA signed with business
- Delivered the 1st phase of the Business Intelligence project providing the management of the company with key accounting information
- Performed ITIL processes review and revised processes implementation

Freelance Project Management

2010 – 2011

Managed and implemented a number of IT and Telecom projects for various clients

Company ABC

2008 - 2010

IT Director

Managing teams responsible for IT and telecommunication, managing relationships and contracts with suppliers and sub-contractors.

- Deployed new system covering 90% of company processes enabling the development of the new features in the system and simplified the management of the system
- Deployed new system for Internet sales enabling the company to open up to new sales channel
- Created ITIL processes - Service Desk. Established a single point of contact for IT related issues
- Prepared the due diligence of the IT infrastructure with regional team and IBM
- Deployed new Call Center, integrated with all systems in HQ increasing the data safety in case of emergency
- Successfully managed the project of the relocation of the main Call Center to new location
- Moved main application from WEB Logic to the JBoss application server reducing the costs of maintenance and ensuring compliance with group standards
- Defined IT processes in the organization according to ITIL leading to improved efficiency of the IT services

Company BBB

2006 - 2008

IT Director

Managing teams responsible for IT in the company, Managing of the integration process of the internal information systems.

- Managed and implementation of IT merger between BBB Polska and CCC Polska
- Optimized internal ITIL Service Desk procedures and created a single point of contact for IT related issues
- Built separate system to support residential customers enabling the company to sell services to the new market
- Integrated ERP systems after company merger to optimize the costs of the maintenance
- Merged the CRM, billing and rating systems resulting in maintenance cost optimization
- Integrated LAN networks after company merger simplifying the management of the networks and reducing the maintenance costs
- Defined new IT processes after company merger leading to improved management over the IT processes

SSS Polska

2001 - 2005

Voice Services Manager

Managing a team of technicians responsible for Voice and VoIP services., Building the interconnects for Voice services.

- Managed the implementation of the Siemens EWSD Switch
- Managed interconnections for Voice and VoIP services in order for the company to serve voice services
- Introduced Project Management of billing and rating system for Voice services. As a result the company was able to offer new services to customers.
- Developed and built VoIP system for next generation services enabling new services for the company customers

WWW Partners

1998 -2001

MIS/IT Manager

Managing a team of people responsible for LAN administration, security, and help desk for company employers, Developing new services for users.

TTT Technologies 1996 – 1998  
LAN&Intranet Administrator.  
Managing corporate LAN and computer related services, Support and help desk for internal users.

## Education

Executive Master of Business Administration  
Leon Koźmiński Academy of Entrepreneurship and Management

Engineer of Science  
Warsaw University of Technology. Faculty of Electronics and Information Technology  
Institute of Control & Computation Engineering, Optimization and Decision Support Division

## Certifications

- ITIL V3 Foundation
- Project Management in practice
- VPN-1/FireWall-1 Management I & II
- CP 2000
- Optimizing e-Business Infrastructure
- Enabling Security Across the Internet: VPNs
- Implementing LAN & WAN Solutions
- Implementing Internetworking Technologies: Routers
- Certificate Microsoft Support Professional Windows NT 4.0 Server