Szymon Dobrowolski

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Senior Information Technology Executive

IT Management ♦ Change Management ♦ Leadership

Senior professional with over 15 years of experience in management positions in IT-related areas with practice in very competitive and successful organizations in financial sector.

CORE AREAS OF EXPERTISE

IT Strategy Planning and Execution ♦ Organizational Transformation ♦ Process Improvement Resource Optimization ♦ Leadership and Team Building ♦ Budget Planning and Execution ♦ Vendor Management and Contract Negotiations ♦ IT Architecture ♦ Program and Project Management ♦ IT Development ♦ IT Infrastructure ♦ Service Improvements and Delivery

PROFESSIONAL EXPERIENCE

xxxx S.A.   2010 +

<u>Director of IT Infrastructure Department</u>

Senior Executive leading IT Infrastructure Department. Responsible for core and critical banking systems. Planned and executed IT operations strategy. Transformed organization and reengineered IT Architecture to strengthen quality of service, timely delivery, and team capabilities while improving reliability and cost effectiveness. Controlled 120+ mln PLN budget (planning and execution) and led 150+ people organization.

Key accomplishments and projects

- **10mln+ PLN 3-year savings** in IT spend with strategic change of licensing model and contract renegotiations (group-wide, enterprise-level agreements)
- **3mln+ PLN 3-year cost reduction** by implementing outsourcing strategy for desktop services (6000+ desktops/notebooks). Further contract extend to subsidiaries
- **Facilitated group-wide consolidation of business services** by centralization of IT platforms among subsidiaries
- **Increased reliability and performance of IT systems** through introduction state-of- the-art advanced technologies (e.g. virtualization, disk backup, accelerators) without additional staff and costs – estimated 2mln PLN savings in IT spending
- **Transformed department into business service oriented provider** by implementing processes and organizational changes, linking team goals with company mission and building internal IT competences in business critical areas. Achieved one of the highest mark in internal survey reflecting quality of cooperation with business.
- Successfully **lead Department transformation** (planning and execution) resulted in management positions reduction by 20%, significant reduction of operational costs and operational risks.
- Managed to **increase uptime for critical IT systems** by successful architecture optimization and processes improvement
- Streamlined IT teams operations: **Overtime reduction by 50% in 6 months** by introducing departmental operations change based on expected results analysis and task automation.
- Contributed to **increase of New xxx NPS** by introducing change to IT architecture and operational processes

Key accomplishments and projects. xxxx S.A., continued:

- Directed **redesign of IT environment for 50+ branches** (communication facilities, workplace, office IT) resulted in work efficiency improvement and positive feedback from business
- Prepared and managed implementation of **IT security solutions** focused on prevention of outer attacks.
- Introduced and managed actions resulting in **doubling employees engagement**
- Managing **complex technical architecture**: online / batch, cross-platform (Intel, mainframe, P-series), multi-system (Windows, HP / UX, Linux, zOS, AIX). Several core-banking systems. Multiple data centers.

ABCDE Sp z o.o.   1998 - 2010

Senior Manager (2006-2010)
Manager (2003-2006)
Consultant(2000-2003)
Analyst (1998-2000)

As Senior Manager: responsible for managing IT Projects in financial sector; managing delivery teams and client relations. Delivering efficient solutions in IT strategy, development and architecture, software development and infrastructure and application and systems integration.

Selected projects

Strategic planning / Development / Organization transformation / Process excellence

- Managed the team which prepared 2-year strategic roadmap of core banking system replacement for management board of 5th Serbian Bank - part of large European banking group operating in 12 countries (2009)
- Transformed IT Operations and organizational interaction practices to create effective and collaborating business-focused IT team (50+) and solved technical and performance issues to ensure operational day-to-day excellence In Polish Bank (2008-2009)
- Replacement of front-end system for Dealing Room in Polish Bank (2006-2008): Lead a team of 20+ programmers and process specialists on defining processes, functionality, algorithms, it architecture and infrastructure, application development, integration– implementation enabled introducing of new products and resulted in exceeding of the sales plans.
- Development and Implementation of new core banking system in Polish Bank (2003-2008) – co-lead team of 70-150 FTEs which designed, developed and implemented core system integrating in-house developed functionalities and systems (corporate Call center, custom build workflow solution for loan request processing and scoring system)
- Start-up of Polish internet bank – team leader of Electronic Channels team that designed and developed innovative electronic channels solution (covering: Internet, WAP, IVR, CTI, Branch application). Implementation allowed customer to become the first internet bank in Poland.

EDUCATION

Technical University of Wrocław   1991 – 1996

Applied Computer Science (Computer systems and networks specialization) - MSc.

TECHNOLOGY COMPETENCIES

ITIL , SLA/OLA, IVR, CTI, core banking system, change management, problem management, incident management, service continuity procedures, virtualization, high-availability solutions,

ADDITIONAL INFORMATIONS

LANGUAGES: English – fluent