TOMASZ MELNICH

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INFORMATION TECHNOLOGY EXECUTIVE
International Businesses ▪ Financial Services

PROFILE

Experienced IT professional with six years experience in managing big teams of IT specialists (90 employees). Highly aware of importance of well qualified employees in an organization. Proven leadership in implementation of modern-complex systems supporting new or redesigned processes. Effective in creation and execution of IT strategy. Continuously developing policies and procedures for cost reduction and improved efficiencies. Expertise in management supported by MBA, PMP, IPMA and ITIL. Strengths in:

- Employee Development
- Motivation/Inspiration
- Team Building
- IT Strategic Management

- Business Processes Reengineering
- Quality Management
- Project Management
- Systems Development

CAREER ACCOMPLISHMENTS

- Provided flexibility in rapidly growing business by creation and organization of 90 specialists IT department skilled in systems development and maintenance
- Implemented systems supporting all business processes(2000 users, 300 branches/points of sale, 10 000 partners)
- $1,7 mln savings per annum: Automation of software releases and financial parameters deployment by implementation of "smart-client" system supporting sales of HP product in 10 000 partners
- $1,5 mln savings per annum: Optimized by 50% usage of call centre employees by implementation of CTI technology and various Call Centre supporting systems
- $3,3 mln savings per annum: Optimized usage of branch and back-office employees by centralization of entire IT system, providing web-based access and implementation of automatic processes
- $2,2 mln savings per annum: Automation of verification and settlement processes by implementation of contracts verification engine and supporting systems
- $0,9 mln savings per annum: Reduction in costs of systems maintenance due to the new centrally managed systems, elimination of branch local servers/systems
- Initiated and coordinated implementation of Organizational Project Management approach
- Worked-out vision, requirements and vision of an Enterprise Relationship System(CRM, PRM, SFA, EMA)
- Reduced number of incidents by implementation of quality assurance processes in systems development processes
- Improved time-delivery of IT projects by implementation of best practices from RUP
- Worked out and implemented career paths for employees resulted in almost "0 employees attrition" rate and high motivation/satisfaction

PROFESSIONAL EXPERIENCE

ABC BANK POLAND SA & ABC CREDIT SA (ABC EFG), Toruń   **2000 – Present**
Leading financial institution providing banking products on consumer finance market.

OPERATIONS V-CE DIRECTOR /SYSTEMS DEVELOPMENT DIRECTOR (2005 – Present)

SYSTEMS DEVELOPMENT DEPARTMENT DIRECTOR (2004 – 2005)

IT V-CE DIRECTOR / SYSTEMS DEVELOPEMENT (2002 – 2004)

For 4 years had been responsible for Systems Development Department (80-90 employees). Managed 6 project managers, 7 team managers, 16 analysts, 7 architects, 12 testers and 42 programmers. Recruited 60 new IT specialists during 4 years. Managed portfolio of projects with $10 million budget each year. Coached and promoted various managers.

Reorganized 3 times organizational structure of the department. Initiated and implemented various positions/units, eg.: quality assurance manager, project managers, configuration management team, testers team, code verification team.

Implemented project management, software development and quality assurance practices in Development Department. Cooperated with board members on IT strategy creation, implementation of Organizational Project Management and Business Process Reengineering approaches.

IT MANAGER – PROJECT MANAGERS/ANALYSTS SECTION (2001 – 2002)

Promoted to the position of IT manager. Charged of IT strategy creation, management of analysts/project managers (12 employees) and coordination of whole portfolio of IT projects (30 employees). Implemented of Rational Unified Process for increasing quality and time-delivery of software development process. Initiated centralization of whole IT system program.

PROJECT MANAGER/TEAM LEADER/ DESIGNER (2000 – 2001)

Hired to newly created development team in AIG CFG. Quickly moved to the Project Manager position. Managed directly 5 members programmers team. Coordinated 9 members project for bank collection system and credit decision system implementation. Had been responsible for business requirements, system analysis, designing, coordination of programmers/testers work and finally for coordination of UAT phases.

EDUCATION

Executive Studies in Finance (ESF)

The Warsaw School of Economics and Ernst & Young

Executive Master of Business Administration (E-MBA)

Limburg University, University of Limerick and Wroclaw University of Economics

Master in Computer Science

Toruń University

CERTIFICATION

PMP, IPMA D, PRINCE 2 Foundation, ITIL Foundation, ISO 9000:2000 Auditor

TRAINING COURSES

Program Management, Complex Project Management, Requirements Management, PRINCE2, PM-BOK, CMM Implementation

Post graduate courses: Human Resource Management, Quality Management, Project Management, Psychology

Various technical training courses (IBM, Microsoft, Oracle, SAP)