

# Adam Tomala

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## Experienced Service Delivery Manager

- Over 18 years experience in IT including 12 years on manager position working for global unified communication and contact center vendor, system integrator and telecom operator.
- Over 100 projects completed with budgets ranging from \$20k – 1,5 MM for clients in Telecom, Insurance, Banking & Finance, Manufacturing industries.
- Proven track record of successful program management, solid financial performance, executive and organizational leadership, IT based service management, transition and transformation services.
- Strong project management and team leading experience. Postgraduate degree in IT project management and Bachelor of Science in Computing. English – fluent, driving license B

### Professional Experience

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Professional services organization, one of the main players in Contact Center and PBX solutions for enterprises communications

Senior Project Manager

from 2008

Project Manager

2006 - 2008

Responsible for overall success of complex projects/programs related to System Implementation, Integration and Applications development in direct and indirect multinational environment for CEE region. Responsibilities breakdown:

- Accountable to delivery of the project in terms of scope, time, budget and quality and making sure all the deliverables are approved by project sponsor and executive teams.
- Participation in sales process and responsible for services offers including estimating, pricing and scoping
- Responsible for vendor selection and contracting processes for assigned projects.
- Managing matrix team of implementation and development, internal and external resources assigned to the project.
- Developing project plans with level of effort estimates and resource assignments, created risk mitigation plans.
- Conducting Steering Committee meetings and presented status reports to Steering (Executive) committee along with risk and issue escalation.
- In charge of change control process including review and approval of the changes and deliverables.
- Managing production assessment checks to validate core infrastructure and application readiness and customer user acceptance test results in preparation for customer environment go live.

### Accomplishments

- Built strong, long-term relationship with strategic Client from Banking industry, became a trusted advisor and transformed emerging opportunities into sold projects of \$3 MM value.

XXX, Accomplishments cont.:

- Performed sales duties for strategic Client from Banking industry during over 1 year period (2010-2011). Successfully competed complex offering process and received order for over \$1MM project for call center unification covering products, customized applications, implementation services and maintenance.
- Introduced creating Statement of Work (SoW) document for complex projects during offering process and considerably improved SoW template. The changes significantly decreased number of issues related to project scope what finally lead to reduced services delivery time and increased customer satisfaction.
- Successfully completed replacement of complex IVR application integrated with business systems for strategic Customer (2009, Banking industry). Introduced new delivery partner, drove Customer requirements analysis and completed the project by delivering high quality application within the budget and on time. Services value exceeded \$800k.
- Completed advanced migration of voice/screen recording system (2010, Banking industry) with subcontracted 3<sup>rd</sup> party professional services. Due to faced problems this challenging project required involving additional consultants to perform very deep risk analysis and mitigation as well as very detailed planning and tracking.
- Successfully managed relocation of Contact Center project (2014, Banking industry). This high risk project with very limited relocation timeline and without roll-back possibility required especially detailed risk management, support for number of various systems and spare components availability.

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One of the greatest integrators of networks in Poland, gold partner of Cisco Systems

Network Team Manager 2000 - 2005  
Network Engineer 1998 - 2000

Responsible for team management, resources allocation, basic project management activities, complex networks design, implementation, testing and support, network implementation, network troubleshooting and problem solving

- As Project Manager and technical team leader delivered LAN/WAN network for top insurance company (2004). The network was designed for data and voice with Quality of Service and traffic encryption. It covered over 100 sites and implementation team consists over 20 engineers.

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Polish Telecom company, Centre of Telecommunication Systems department

Network Maintenance Technician 1994 - 1998

Responsible for network monitoring and problems diagnosing and solving

**EDUCATION:**

Warsaw Polytechnic, Postgraduate degree in IT project management

University of Management and Marketing, Master of management and marketing

Warsaw Polytechnic, Faculty of Electronics and Information Technology

Bachelor of Science in Computing

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- Prince2 Foundation – APMG Certificate
- Associate's Certificate in Project Management (based on PMI) - George Washington University