

TOMASZ GADZINOWSKI

EXPERIENCED IT MANAGER
PMI-ACP®, ITIL®V3 EXPERT, CAPM®



WHY ME?

I am an experienced IT manager & professional (ITIL®v3 Expert, PMI-ACP® Agile Certified Professional, PMI CAPM®, certified Professional Cloud Service Manager and Cloud Technology Associate (CCC), former PRINCE2® Practitioner) with an extensive international background gained in multi-cultural teams and projects worldwide.

I bring **16+ years of experience in IT/Telecom** within leading companies at challenging roles, facing internal/external customers, with **9+ years of experience in actual IT Management**.

Proven track records in IT Operations & Service Delivery Management, Project Management, Agile Delivery, IT Infrastructure Management, IT-Business Alignment, Teams Management, Transitions, Outsourcing Ops Models.

My objectives are clear:

To provide professional excellence & high business-value for a leading company in the field of IT, based on solid managerial/technical experience & substantial education. To contribute to an increasing value for Business by optimizing IT Service / Product / Project Delivery through proper IT-Business alignment.

LANGUAGES

ENGLISH : BUSINESS FLUENT
SPANISH : BUSINESS FLUENT
GERMAN : FAIR
POLISH : NATIVE LANGUAGE
RUSSIAN : BASIC

✉ Tomasz_Gadzinowski@op.pl

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🌐 www.tomasz-gadzinowski.com

📅 born: 01. March 1981

🏠 Zurich, Switzerland



PMI® member - ID: 1976999
ISACA® member - ID: 1320500

MORE INFO ON:
[linkedin.com/in/Gadzinowski](https://www.linkedin.com/in/Gadzinowski)

WORK EXPERIENCE

Present
Apr 2012

HEAD IT SERVICE DELIVERY DATA SERVICES - VICE PRESIDENT



Managing IT Operations of shared infrastructure services delivered to internal Business Domain IT's in the second largest reinsurance company in the world. Responsible for Operational Service Delivery of: Oracle, MSSQL & MSBI, SharePoint, Business Objects, PowerCenter, Hyperion, DB2 z/OS & LUW, BMC Tools, Sybase, Tableau, Denodo, Secure Information Exchange Apps Suite. Cloud Service Delivery Management for Swisscom Private Cloud – IaaS, CaaS, SQL DBaaS. Managing delivery teams of 40+ FTEs and a cost center with a yearly budget of \$15m+. Managing inter-service-provider and inter-vendor transition projects. Managing contracts (OLAs/SLAs, KPIs, reporting, consumption, financials) for outsourced IT operations. Ensuring smooth IT Service delivery to Business and adjusting ITIL OpsModels for Cloud Services (e.g. Office365). Driving CSI initiatives. Implementing & establishing Agile and DevOps practices in the managed teams – Kanban & Scrum.

Mar 2012
Sep 2010

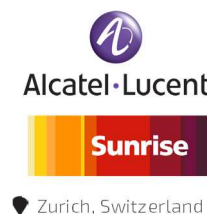
ACTING PROJECT MANAGER AND ANALYST



Managing SW development project with a team of 6 FTEs. Involved in telecom SW integration testing project. Responsible for test-runs of 3G Radio Network Controller software, test-plant management, KPI analysis, test results analysis.

Apr 2010
Feb 2008

LIFECYCLE MANAGER & OSS ENGINEER (OPERATION SUPPORT SYSTEMS)



Responsible for budget, roadmap & activities, improvements of OSS services (IBM Proviso, iQ.link, etc.). Managing implementation timelines and engineering issues. Involved in operational work streams of projects. Liaising with SW/HW vendors.

Oct 2007
Mar 2006

TECHNICAL PRODUCT SUPPORT FOR UTRAN



3G Radio Network Controller (RNC) specialist in Operations & Maintenance

Oct 2005
Jun 2005

NETWORK ENGINEERING & DESIGN APPRENTICE HUAXIN POST & TELECOM. CONSULTING AND DESIGNING INSTITUTE

Professional apprentice in 3G Network Department in Hangzhou

China

Nov 2004
Jun 2004

ELECTRONIC ENGINEERING APPRENTICE INGENIERIA EN ELECTRONICA DEL ATLANTICO

Professional apprentice in Electronics Department in Ciudad Madero

Mexico

EDUCATION

Jun 2011
Oct 2010

IT RESOURCE MANAGEMENT

WARSAW UNIVERSITY OF TECHNOLOGY

Postgraduate studies. Faculty of Electronics and Information Technology.

Poland

Oct 2006
Oct 2000

MSC IN TELECOM. & COMPUTER SCIENCE ENGINEERING TECHNICAL UNIVERSITY OF LODZ

International Faculty of Engineering. Course of studies held entirely in English.

Poland

Jul 2003
Feb 2003

EUROPEAN SOCRATES / ERASMUS GRANT UNIVERSIDAD POLITÉCNICA DE MADRID

Facultad de Informática. 6th semester of studies accomplished in Spain.

Spain

PROFESSIONAL SKILLS

IT SERVICE MGMT 95
IT OPERATIONS 95
PROJECT MGMT 90
DATA SERVICES 85
TEAM MGMT 85

PERSONAL

INITIATIVE 90
ORGANIZATION 90
COMMUNICATION 95
PRESENTATION 90
OPEN-MINDED 85

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CERTIFICATES

- PMI-ACP®, Agile Certified Professional
- Certified ITIL®v3 Expert
- CAPM®, Certified Associate in Project Management, PMI®
- Microsoft Certified: Azure Fundamentals (AZ-900)
- ISACA® Cybersecurity Fundamentals Certificate (CSX-F)
- Certified Professional Cloud Service Manager (Cloud Credential Council)
- Certified Cloud Technology Associate (Cloud Credential Council)
- PRINCE2® Practitioner, expired - renewal in progress
- Certified in ITIL®v3 Expert Qualification: Managing Across the Lifecycle
- Certified in ITIL®v3 Intermediate: Continual Service Improvement
- Certified in ITIL®v3 Intermediate: Service Operation
- Certified in ITIL®v3 Intermediate: Service Transition
- Certified in ITIL®v3 Intermediate: Service Design
- Certified in ITIL®v3 Intermediate: Service Strategy
- Certified PRINCE2® Foundation
- Certified in ITIL®v3 Foundation

CHOSEN TRAININGS

- Agile@Scale, Swiss Re Academy Zurich
- Agile Ecosystem, Swiss Re Academy Zurich
- DevOps Foundation, DevOps Institute, Glenfis AG - Zurich
- Present with Confidence Learning Path - Advanced Workshop, Swiss Re Academy Zurich
- Management Essentials, Swiss Re Academy Zurich
- Successful Communication & Negotiation, Swiss Re Academy Zurich
- Scrum Introduction, Swiss Re Academy Zurich
- ITIL®v3 Intermediate, Accredited Trainings: Lifecycle Stream (SS, SD, ST, SO, CSI), Zurich
- PRINCE2® Foundation and Practitioner - APM Group Accredited Training, Warsaw
- Apollo 13 - an ITSM Case Experience™, ITIL®v3, Warsaw
- Leadership Skills training, Ericpol Telecom, Lodz
- Project Management according to PMBoK®, PMI® Accredited Training, Warsaw
- ITIL®v3 Foundation in IT Service Management, APM Group Accredited Training, Warsaw
- SITE 2.1. system : User, Reporting and Administrator training, Keynote SIGOS, Zurich
- SUN Solaris10 Operating System Administration, Sun Microsystems Training Institute, Warsaw
- IBM® Tivoli® Monitoring 6.2 for Implementers and for Users and Administrators, Zurich
- IBM® Tivoli® / Netcool Proviso 4.4.1. Administrator, London IBM Training Institute
- HSDPA - The Booster Solution for UMTS, Siemens Training Institute, Wroclaw
- Philips Lighting Poland; Training in IT Department at Service-Desk, Lodz

LANGUAGE CERTIFICATES

- German: telc (The European Language Certificates) - Zertifikat Deutsch B1 (ZD)
- English: Cambridge ESOL - Business English Certificate (BEC) Higher
- English: TOEIC® - ETS L&R; Highest Level - C2 (990 points obtained / 990 available)
- English: Cambridge ESOL - FCE (International First Certificate in English)
- Spanish: Cervantes Institute - DELE Intermedio International Spanish Language Certificate

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