

FILIP RÓŻAŃSKI

IT PROFESSIONAL



PROFILE

I am an IT Professional with multiple certifications and proven skills in global service delivery for customers from e-commerce and consulting fields. I am looking for new challenges that will push me out of my comfort zone and provide further experience in IT delivery.

EXPERIENCE

● SPYROSOFT | Wrocław | Jul 2021 - Current Head of Managed Services, Service Manager

At Spyrosoft I started as a Service Manager immediately taking over Operations Team for one of our biggest customers in the IoT field. Our team was responsible for maintaining cloud infrastructure and hosted applications. Among our tasks were infrastructure provisioning, setting and maintaining operational standards for platforms architecture and CI/CD tooling, monitoring existing applications etc. One of the biggest challenges here was to standardise the approach, negotiate with delivery teams and create CI/CD tools for existing legacy infrastructure.

When I was promoted to Head of Managed Service in January 2022, I became responsible for delivering and shaping all operations and maintenance-related services across the group.

My key responsibilities are shaping the service portfolio, supporting service managers in service delivery, supporting the sales process and serving as an SME and consultant for any maintenance and operations topics. I work closely with heads of technology areas and DevOps engineers to ensure our services are efficient and utilise the latest technologies making sure our engineering teams have what they need to support our customers.

As a side project, I am also responsible for our Technology Consulting portfolio.

● COGNIFIDE | Poznań | Jul 2017 - May 2021 Senior Service Coordinator

As a service coordinator at Cognifide, I was responsible for end to end service delivery and served as a single point of contact in day to day activities. Our services contain maintaining application and infrastructure, supporting users and new features development. In an effect, I am responsible for managing backlog of tasks handled by a shared team of around 30 engineers of different expertise. I often cooperate with other delivery projects working in an agile way, in most of these cases I will be stakeholder looking forward to fixes and managing the change from infrastructure and application level.

Apart from above, I was running multiple internal improvements. I was designing new services, new processes and ways of working. I took part in biz-devs for potential customers and managed the transition of those to operations.

I am a leader of two other Service Coordinators, I am responsible for their development and support them in achieving periodical goals. I'm also part of a recruitment team where I'm interviewing candidates for Service Coordinator and Technical Project Manager roles.

CONTACT

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EDUCATION

MANAGEMENT, M.Sc.

Poznań University of
Economics and Business
2020-2022

AUTOMATIC CONTROL AND ROBOTICS, B.Eng.

Poznań University of
Technology
2013-2017

LANGUAGES

POLISH - native

ENGLISH - professional
proficiency

SKILLS

// HARD SKILLS

- Incident management
- Problem management
- Change management
- Service design
- Service strategy
- Service delivery
- Backlog management
- Process design
- Defining and monitoring CSFs and KPIs
- Contract writing
- Technical background

EXPERIENCE

- **INTEL TECHNOLOGY POLAND | Gdansk | Jul 2015 - Feb 2016**
Software Engineer Intern
I worked as a Software Engineer (Java and Python) in a team developing solutions for cloud storage. I got to learn processes and ways of working in the R&D field. I have learned key concepts of SaaS, SDI and IaaS approaches. My main focus was on new storage possibilities, managing storage objects, monitoring and telemetry. I have learned how to manage the data centre with the use of the newest available technologies.
- **ATREM | Poznan | Oct 2014 - Jun 2015**
Software Engineer Intern
I was part of a development team working on the reception desk management application. We worked in agile methodology using technologies like Java 7 EE, Wildfly, Vaadin, IBM RTC. I helped to organise the next year internship programme.

CERTIFICATES

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|---|---|
| ● ITIL v4 Managing Professional
PeopleCert Nov 2021 | ● ITIL v3 Intermediate: PPO
PeopleCert Apr 2018 |
| ● ITIL v3 Intermediate: SOA
PeopleCert Sep 2020 | ● ITIL v3 Foundation
PeopleCert Dec 2017 |
| ● ITIL v3 Intermediate: OSA
PeopleCert Jun 2019 | ● Scrum Assistance
Mariusz Chrapko Jun 2017 |
| ● ITIL v3 Intermediate: RCV
PeopleCert Oct 2018 | |

SKILLS

// SOFT SKILLS

- Managing expectations
- Working remotely
- Taking ownership
- Teamwork
- Providing feedback
- Professional communication
- Making decisions
- Handling pressure

HOBBIES

- Sailing
- Skiing
- New technologies
- Fantasy books
- Playing piano
- Tabletop games
- Musicals