Wojciech Jurczyszak

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Location: Wrocław, Poland

Education

Bachelor of Engineering. Witelon State University of Applied Sciences. Legnica − 2009 − 2013

Faculty: Computer Science

Specialization: Network and Computer Systems

Professional Experience

IT Project and Change Manager
Smith & Nephew Poland − Feb. 2020 − Present

- Leading IT Projects from gathering requirements stage to execution, such as:
    - Storage transformation from on-prem to OneDrive (Cloud)
    - Migrating Microsoft services from on-prem to Cloud (Office 365)
    - Internal and external data migrations (on-prem and tenant to tenant)
    - SAP global deployments
    - ServiceNow automations, improvements and tech Pilots
    - Global IT hardware purchases and logistics across the globe
- Overseeing the project team, ensuring successful implementation of each element of the project in line with defined milestones and budget from start to closure
- Acting as a project interface between vendors, stakeholders, partners and IT Teams
- Review and agree contracts with vendors weighing up quality against cost
- Providing day to day status updates to the customer and key stakeholders
- Invoice and payments management and payments
- Addressing and resolving project risks, dependencies and roadblocks
- Adoption of new products and applications (trainings, translations, support structure etc.)
- Preparing communication plans to increase change visibility within company
- Ensuring Change Management policies are being followed within Project and Product Management Teams
- Representing project related changes on weekly CAB meetings
- Leading Pilot implementation of Azure DevOps (Azure Boards) for PMO and Program management Team

Identity and Access Management (IAM) Release Manager
Credit Suisse – Feb. 2017 – Jan. 2020

- Preparation and Coordination of Major/Minor/Maintenance Releases across IAM portfolio applications
- Leading Pilot of bank-wide Change Management (Regional to Departmental CAB) transformation project
- Reviewing, approving, and ensuring that changes are raised accordingly with Bank policies
- Define and agree release plans (including scope, schedule, runbooks and resources) with relevant stakeholders
- Planning of annual release deployment roadmap in complex multiplatform environment
- Ensure release packages are tracked, tested and validated
- Ensure adequate communication to relevant stakeholders (Deployment Plans, Release Notes, Go/No-Go decisions etc.)
- Hosting/participating in regular meetings with relevant stakeholders
- Hosting Identity and Access Management CAB meetings and presenting changes/release on global and regional CAB meetings
- Resolving issues that may affect release scope, schedule and quality
- Ensure release delivery process aligns with relevant procedures and processes
- Document failures during deployments (if any) for future Lesson Learned meetings
- Maintain Release Team document repository and Release/Change Freeze Calendar
- Maintain local Release and Deployment Kanban Boards (Atlassian)

Head of Release Management - ISM Europe
IBM GSDC Polska – Jan. 2016 – Jan. 2017

- Head of ISM Release Management Team for Enterprise Asset Management (EAM) application
- Identifying process gaps, developing and defining new processes or improvements
- Managing risks and resolving issues that affect release scope, schedule and quality
- Making sure that teams follows settled processes and procedures
- Managing relationships and coordinating work between different teams at different locations
- Making sure that implementation tasks are properly tested and documented
- Communicating Release details and updates to Service Management and key stakeholders
- Hosting/participating meetings with stakeholders
- Negotiating, planning and managing all release activities
- Preparing calendar of incoming Releases (disruptive and non-disruptive)
- Validating that release is working as expected
- Validating that the solution meets relevant quality and criteria

Additional Role: Education Focal Point
   - Managing the budget and educational plans for the team of 30-35 members

Release Manager - ISM Europe
IBM GSDC Polska – April 2015 - Jan. 2016

- Deployment of first (Cloud) SCCD Instance in Europe
- Planning, Preparation and Coordination of Major Releases across ISM Maximo EU Instances
- Managing risks and resolving issues that may affect release scope, schedule and quality
- Communicate release details and schedules to the Business as required- Preparing RCA report in case of failed change
- Coordinating the Go-Live activities incl. the execution of the deployment plans and checklists
- Establishing Change classification based on impact, risk and priority
- Providing business and technical assessments
- Hosting meetings with Key stakeholders
- Maintaining and improving processes and team documentation

ISM Europe Level 2 Administrator / Dataload – Team Leader
IBM GSDC Polska – March 2014 - April 2015

- Team, workload, escalation Management
- Cooperation with Service Management to improve service quality
- Creation and improvement of internal documentation and processes
- Upskilling newcomers, and taking part in recruitment process

ISM Europe Level 2 Administrator / Dataload Team
IBM GSDC Polska – July 2013 - March 2014

- Application administration - ISM/Maximo
- Preparation of data for Customer onboarding and Data Migration Projects
- Customer Support as SME

Certifications / Trainings

      2022 – Insight Discovery training
      2018-2021 – Series of internal trainings/meetings related to Project and Change Management
      2016 – Leadership in Project Management Environment - training
      2015 - ITIL v3 Foundation – certificate
      2015 - WebSphere Portal 8.0 Deployment and Administration – training
      2014 - DB2 Fundamentals – certificate
      2014 - IBM smart Cloud Control Desk – certificate

Languages

English – Business fluent
Polish - Native
German - Basic

Other skills / driving license

Well organized multi-tasker
Driving license cat. B
Team player
Proactive
Dedicated

Hobby

Building water-cooled desktop PCs
Audio equipment
e-Gaming
Motorsport
Watchmaking