

MARIUSZ SZYSZKA

Senior Project Manager | Product Owner

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Bydgoszcz, Poland



SUMMARY

PMP and Agile certified Technical Manager with 14 years track record of successfully leading cross-functional teams of 40+ people in the delivery of projects for Finance and Information Technology industries. Passionate about FinTech concerning fraud detection, digital payments, process automation, and love to troubleshoot and experiment with composite AI capabilities. Enjoying tennis, ice hockey and ballroom dancing. Extremely loyal, exceeding the span of duties, the "go-to-guy" for customer executives and engineers alike.

ACHIEVEMENTS

Surpassed project KPIs by 20% in AML/KYC smart data gathering, resulting in a signed contract with a Tier 1 international bank.

Improved Time to Market by 40% and reduced post-release issues by 16% through test automation, achieving over 95% tests coverage.

EXPERIENCE

Senior Project Manager / Delivery Lead

BlackSwan Technologies

02/2021 - Present Bydgoszcz

- Delivered enterprise software that leverages big data and AI to control money laundering, and financial crimes for the **tier 1 international bank** enabling client due diligence analyst to **save hours of paperwork**.
- Implemented AI based solution for a global financial institution to streamline AML operations for smart data-gathering surpassing project KPIs by 20% including average **process time reduction by 60%**.
- Managed engagements with **10+ financial institutions** being technical, functional, and non-functional **SME** and **trusted advisor**.
- Engaged with C-level suite in strategic discussions to identify and explore opportunities, overcome challenges, and ensure regulatory compliance **boosting operational efficiency by 15%** on average.
- Collaborated with cross-functional teams of **30+ people** to triage client issues and chart the vision and direction of product roadmap.
- Streamlined requirement gathering, verification and validation, and release deployment ensuring delivery up to **5% ahead of schedule** and software quality with **pass rate exceeding 98%**.

Senior Project Manager / Product Owner

Atos Poland Global Services

07/2012 - 01/2021 Bydgoszcz

- Led a portfolio of related ServiceNow projects being responsible for **multi million-dollar budget**, resources, scope, and 3 years schedule to establish a new tooling for IT service management.
- Directed cross-department teams of 40+ people to roll out 290+ Customers in ServiceNow within budget with a **98% stakeholders satisfaction rating**.
- Improved Time to Market by 40%** and **reduced** the number of **post-release issues by 16%** through effective project leadership in delivering over 400 Test Cases, achieving a test automation coverage surpassing 95%.
- Formulated the vision, strategy, and resource planning for Quality Assurance in software development with customer satisfaction **score 9.7 in 10 points scale**.
- Liaised with a worldwide team of engineers and stakeholders to prioritize tasks, optimize value, and endorse deliverables of automated tooling frameworks, resulting in **manual test effort reduction by 80%**.

Software Engineer / Project Manager

Alcatel-Lucent

12/2005 - 07/2012 Bydgoszcz

- Oversaw **software development life cycle** activities from requirements gathering through design, development, testing and implementation of custom telecom software solution for **largest mobile network operators**.
- Collated and integrated customer requirements with the technology, establishing a robust foundation that laid the groundwork for the stages of design, development, and testing for the **Instant Messaging** system.
- Developed and executed **thousands of test cases**, validating software functionalities to guarantee optimal performance, functionality, and user experience.

SKILLS / DOMAINS

Project Management	Product Management	Program Management	Software Development				
Quality Assurance	Business Analysis	Data Analysis	Client Services	ServiceNow	KYC	AML	
Transaction Monitoring	Ecommerce	Cloud Computing	Big Data	CMS	SaaS	Agile	Scrum
Waterfall	MS Project	Jira	Confluence	PMP / PMI	ITIL		

CERTIFICATION

PMP - Project Management Professional

Project Management Institute (12/2016 - Present)

Prince2 Agile

APMG International (09/2018 - Present)

MSP Foundation

Axelos (05/2015 - Present)

Prince2 Practitioner

APMG International (05/2013)

ITIL Foundation

Axelos (09/2013 - Present)

ServiceNow Certified System Administrator

ServiceNow (03/2020)

EDUCATION

Postgraduate education - Project Management

Higher School of Banking, Toruń

📅 09/2007 - 06/2008

Telecommunications - Master of Science

University of Technology and Life Sciences, Bydgoszcz

📅 10/1994 - 06/1999

REFERENCES

Lior Perry - Chief Engagements Officer (supervisor)

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Christina Emmanouilidou - Head of Delivery (supervisor)

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Eric Siereveld - Global KYC Lead (external client)

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Eric Chapuis - Program Director (internal client)

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Piotr Sobolewski - PPM Practice Head (supervisor)

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