MARIUSZ SZYSZKA

Delivery Manager | Project Manager

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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.

KEY 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

02/2021 - Present

Bydgoszcz

Senior Project Manager / Delivery Lead
BlackSwan Technologies

- 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 Artificial Intelligence / Machine Learning 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**, delivered client demos being technical, functional, and non-functional **SME** and **trusted advisor**.
- Engaged with C-level suite in strategic planning to identify and explore opportunities, overcome challenges, and ensure regulatory compliance **boosting operational efficiency by 15%** on average.
- Collaborated with cross-functional teams (Data Science, R&D, Product, Support) of **30+ people** to triage client issues, chart the vision and direction of product roadmap, maintain product knowledge.
- Streamlined requirements gathering, verification and validation, and release deployment ensuring delivery up to **5% ahead of schedule** and software quality with **pass rate exceeding 98%.**

07/2012 - 01/2021

Bydgoszcz

Senior Project Manager / Product Owner
Atos Poland Global Services

- 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%.**

12/2005 - 07/2012

Bydgoszcz

Software Engineer / Project Manager
Alcatel-Lucent

- 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

Project Management   Product Management   Program Management   Software Development   SDLC   ITIL

Quality Assurance   Business Analysis   Product Strategy   Data Analysis   Client Services   PMP/PMI

Financial Services   Design Thinking   Consulting   ServiceNow   SaaS   KYC   AML   Financial Crime

Transaction Monitoring   Cloud Computing   Big Data   Agile   Scrum   Waterfall   Jira   Confluence

CERTIFICATION

PMP - Project Management Professional
PM Institute (12/2016 - Present)

Prince2 Practitioner
APMG International (05/2013)

Prince2 Agile
APMG International (09/2018 - Present)

ITIL Foundation
Axelos (09/2013 - Present)

MSP Foundation
Axelos (05/2015 - Present)

ServiceNow Certified System Administrator
ServiceNow (03/2020)

EDUCATION

09/2007 - 06/2008 ● Postgraduate education - Project Management
Higher School of Banking, Toruń

10/1999 - 06/2004 ● Master of Science - Telecommunications
University of Technology and Life Sciences, Bydgoszcz

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