

Mariusz Szyszka

Technical Delivery Manager

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SUMMARY

From Software Engineer to Director of Customer Service, I combine hands-on engineering experience with strategic leadership to help financial institutions build the future of compliant digital services. PMP and Agile certified manager, the "go-to-guy" for both customer executives and engineering teams, consistently going beyond my core responsibilities to deliver complex technology programs across compliance and IT. No shortcuts - just years of building software, leading people, and delivering measurable results.

EXPERIENCE

Director Of Customer Service

HUB Technologies

02/2025 - Present Bydgoszcz, Poland

- Led global customer operations for AML compliance solutions, improving client satisfaction **by lowering incident volume by 20%**.
- Built and strengthened team expertise, **cutting R&D ticket escalations by 90%** at first and second line support.
- Designed and implemented technology-driven support leveraging AI tools to accelerate code investigation and root cause analysis, **reducing incident resolution time by 40%**.
- Collaborated with **cross-functional teams of 30+ people** to triage customer issues, chart the product roadmap's vision and direction, and maintain product knowledge.

Technical Delivery Manager

BlackSwan Technologies

02/2021 - 01/2025 Bydgoszcz, Poland

- Delivered enterprise software that leverages big data and AI to control money laundering and financial crimes for a **Tier 1 international bank**, enabling client due diligence analysts to save hours of paperwork.
- Implemented artificial intelligence and machine learning-based solutions for a global financial institution to streamline AML operations for smart data gathering, surpassing project KPIs by 20%, including an average **process time reduction of 60%**.
- Managed engagements with over **10 financial institutions**, delivered client demos, and served as a technical, functional, and non-functional SME and trusted advisor.
- Streamlined requirement gathering, verification, validation, and release deployment, ensuring delivery up to **5% ahead of schedule** and **software quality with a pass rate exceeding 98%**.

Senior Project Manager

Atos

07/2012 - 01/2021 Bydgoszcz, Poland

- Led a portfolio of related ServiceNow projects, responsible for a **multimillion-dollar budget**, resources, scope, and a **three-year schedule** to establish new tooling for IT service management.
- Directed cross-department teams of over 40 people to roll out 290+ customers in ServiceNow within budget, achieving a **98% stakeholder satisfaction rating**.
- Led QA strategy and project delivery, achieving >95% test automation coverage across 400+ test cases, **reducing manual testing effort by 80%**, accelerating time-to-market by 40%, and **decreasing post-release issues by 16%**.

Software Engineer

Lucent Technologies Bell Labs innovations

12/2005 - 07/2012 Bydgoszcz, Poland

- Led **end-to-end software development lifecycle (SDLC)** activities from requirements through design, development, testing, and deployment, delivering solutions for major mobile network operators.
- Gathered and translated **customer requirements into technical specifications**, aligning business needs with system architecture to support the design and development of telecom solutions.
- Designed, developed and **executed thousands of test cases** to validate functionality, performance and user experience, ensuring high-quality delivery of telecom software solutions.

SKILLS

Leadership & Strategy

Project & Program Management Stakeholder Management Roadmap Ownership Agile PMP

Product & Delivery

Product Lifecycle SDLC Agile Delivery Quality Assurance Business Analysis

Technology & Innovation

AI-Driven Product Development Automation SaaS Product Delivery Big Data

Domain Expertise

Financial Crime AML KYC RegTech

Technical Expertise

API integration SQL Querying & Data Analysis Scripting Microsoft Azure Cloud

Operations & Execution

Process Optimization Continuous Improvement Service Operations ITIL

CERTIFICATIONS

PMP - Project Management Professional

Prince2 Practitioner

Prince2 Agile

ITIL Foundation

MSP Foundation

ServiceNow Certified System Administrator

EDUCATION

Postgraduate education - Project Management

[Higher School of Banking](#)

 Toruń, Poland

Master of Science - Telecommunications

[University of Technology and Life Sciences](#)

 Bydgoszcz, Poland