

<http://www.linkedin.com/in/rafalkozlowski>

## Profile

Success oriented, responsible, self-motivated and a very organized individual, interested in working in a new challenging environment. Creative, open minded, always willing to learn and help others. Methodic and logical approach based on facts. Strong character but a good team player at the same time.

Excellent communicational skills. Strong leadership, motivation, coaching and team support skills. Expertise in business processes, procedures and tools. Experienced International Project Manager.

Deep knowledge of psychological bases for communication processes. Expertise in copywriting (getting the right messages through).

## Key Skills

- Business 2 Business
- Large Projects (8 – 30 million EUR)
- International Project Management
- Business Process Management
- Strategic / Key Account Management
- Sales Management, Team Management
- Search & Selection, Recruitment
- Training, Coaching, Evaluation,
- Conflict Management
- Outsourcing

## Education

- 2014 – 2015 **Kozminski University in Warsaw**  
*Management Studies: "Transformation of the Organization"*
- 2001 – 2002 **Warsaw School of Economics (SGH), Management and Finance Department**  
*Financial Management (Postgraduate)*
- 1990 – 1995 **University of Lodz, Business Administration Department**  
*Master of Science*
- 1986 – 1990 **IV High School in Lodz**  
*Linguistic Profile (Advanced English, C2)*

## Employment

- 08.2016 – ... **UPC Polska Sp. z o. o. (Liberty Global)**  
**Project Manager (Contractor)**  
*Expertise in:* Project Management  
*Projects:*
- LibertyGO (Global Access Network Transition)
- 02.2016 – 07.2016 **Nationale-Nederlanden TUnŻ S.A. (NN Group)**  
**Project Manager, Project Management Office (Contractor)**  
*Expertise in:* Project Management  
*Projects:*
- Direct cross-sell offer both for corporate and individual customers
  - New sales channel for corporate customers (insurance multi-agencies)
- 09.2014 – 01.2016 **Poczta Polska S.A. (Polish Post)**  
**Project Manager, Chief PM Expert (Strategy & IT Standards Domain)**  
*Expertise in:* Project Management  
*Projects:*
- Print services outsourcing for 600 offices (budget: EUR 30+m)
  - LANDESK Implementation (ITSM system; 75.000 users)
  - Sales platform for banking products (7.500 offices)
  - Creation & implementation of IT supply management process (800 employees in IT dept.)
  - PM Employee Competence Development Center (PM Expert for the Polish Post)
- 09.2010 – 08.2014 **Freelancer (various assignments)**  
**Senior Project Manager**  
*Expertise in:* IT Services, Near-shore & Outsourcing  
*Projects:*
- IT Recruitment & IT outsourcing projects
- 01.2005 – 09.2008 **Microsoft Sp. z o. o.**  
**Senior Account Manager, Enterprise and Partner Group**  
*Expertise in:* Sales & Customer Relationship Management  
*Responsibilities:*
- Sales and customer relationship management
  - International projects management (Software, Services)
  - Virtual Teams' management
- 04.1999 – 12.2004 **IBM Polska Sp. z o. o.**  
**Advisory Account Manager, Financial Services Sector**  
*Expertise in:* Sales & Customer Relationship Management  
*Responsibilities:*
- Sales and customer relationship management
  - International projects management (Software, Hardware, Service)
  - Virtual Teams' management
- 12.1996 – 03.1999 **IFS Poland Sp. z o. o.**

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## Sales Executive

Expertise in:

Sales & Customer Relationship Management

Responsibilities:

- Sales and customer relationship management
- International projects management (Software, Services)
- Virtual Teams' management

06.1996 – 09.1996

**Vimex Sp. z o. o.** (currently: Infor SunSystems)

## Sales Manager

Expertise in:

Sales & Customer Relationship Management

Responsibilities:

- Sales and customer relationship management
- Virtual Teams' management

## Sample Trainings & Rewards

- Train The Trainer
- PRINCE2® Foundation
- NLP Practitioner
- Developing an Executive Focused Value Proposition
- Volume Licensing Essentials
- Selling to Customer Executives
- Project Management Fundamentals
- How to Keep Good Relations with Difficult Customers
- Time Management
- Perspectives for Development of Financial Markets
- The Best IBM Department of the Year Award
- The EMEA Winning Team Forum Award
- Principles of Winning
- Banking System in Poland, structures and fields of IT implementations
- Professional Sales
- State Examination Certificate in English As a Foreign Language – A (State Examination Commission)

## Languages

- Polish – Native
- English – Proficient (C2)
- Spanish – Pre-Intermediate (A2)

## Software

Expert knowledge of Microsoft Office (Outlook, Word, Excel, PowerPoint, One Note, Project). Excellent knowledge of Siebel, SAP, Sales Force, Microsoft Dynamics, other CRM systems. Very good knowledge of Adobe Creative Suite (Photoshop, Illustrator, InDesign). Good knowledge of Content Management Systems (CMS).

## Interests

Personal development. NLP. Psychology and behavioristic Studies. Human Resources management. Coaching. Provocative Therapy. Photography. Digital graphics and design. Copywriting. Traveling and human relations. Animal right.

## References and Recommendations

Please visit: <http://www.linkedin.com/in/rafalkozlowski>. Other references and recommendations available upon request.

I hereby agree for my personal data to be processed as needed for the purpose of recruitment process, accordingly to Polish Data Protection Act, dated August 28, 1997, announced in Dziennik Ustaw from 2002, № 101, § 926, including subsequent changes.