

# Technology & Digital Transformation Executive

Banking | Insurance | Financial Markets | Telecommunications | Logistics

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## Executive Profile

Global Technology & Digital Transformation Executive with **28+ years of leadership** across financial services, telecoms, and enterprise technology, directing mission-critical, multi-billion-dollar programmes at **Citibank, Liberty Global / UPC, Nationale-Nederlanden, Poczta Polska (Polish Post), Microsoft, and IBM.**

Proven track record governing **high-value (\$1.31B) budget programme portfolios**, mitigating **~\$5M regulatory penalty exposures**, delivering **RTGS payment infrastructure** across two Central Bank jurisdictions, and leading **8-country telecoms network modernization** programmes across EMEA. Combines technical fluency across cloud, infrastructure, payments, and BI platforms with C-suite stakeholder leadership, commercial acumen, and regulatory compliance expertise (AML · FSC · UOKiK (FTC/DOJ) · Safety & Soundness · ITIL 4).

Champion of **Generative AI adoption** in enterprise programme management. Certified PRINCE2® Practitioner · ITIL 4 · Scrum Master.

## Core Competencies

- **Portfolio & Programme Governance:** Phase-gate / GO-NO GO decision management, CAP-driven remediation, RAID, benefits realization, multi-workstream delivery, 300+ stakeholder ecosystems
- **Regulatory & Compliance Leadership:** AML · FSC Article 19 · UOKiK · Safety & Soundness · EVOS · Internal Audit validation · Central Bank regulatory engagement
- **Technology Strategy:** Cloud migration (Google Anthos), EOL remediation (RHEL · Cisco ICM · SQL Server), HFC / DAA / 10G EPON / CMTS, Capital Markets connectivity (FIX · BT Radianz · Equinix), BI platforms (Power BI · SSAS · Oracle DW)
- **Financial Leadership:** CAPEX/OPEX ownership (€40K-\$1.31B), RFP/RFQ governance, cost avoidance tracking, vendor commercial management, Oracle Financials · Clarity PPM
- **Vendor & Partner Management:** Verint · BT · Cisco · Genesys · Lingaro · Accenture · IBM · Montran, SLA governance · Severity-1 escalation · contract oversight
- **Digital Transformation:** BPMN 2.0 · Design Thinking · MVP definition · UX prototyping · Agile/Scrum · Waterfall · hybrid rolling-wave delivery · Generative AI (M365 Copilot · ChatGPT · Gemini)
- **Talent & Organizational Leadership:** Cross-border teams (300+, EMEA/NAM/LATAM/APAC) · coaching & mentoring · "Train the Trainer" · organizational capability architecture

## Professional Experience

### Citibank Europe plc · Warsaw

#### Senior Project & Service Delivery Manager (Contractor) | December 2021 – Present

Directed global, multi-jurisdictional technology and regulatory compliance programmes across financial crime, payments infrastructure, Capital Markets connectivity.

- **Steered a high-value budget** enterprise voice recording compliance migration (Verint VFC) to test stability with zero new defects identified, by establishing a formal **GO / NO GO production gating process** and managing iterative patch releases across LAB, UAT, and PROD environments globally.
- **Spearheaded** AML regulatory remediation for Citibank Taiwan, achieving **100% milestone completion** with zero execution delays, directing a **CAP-driven delivery model** aligned to **FSC Article 19** audit findings through Internal Audit validation and formal CAP closure.
- **Orchestrated** a dual-mode **RTGS contingency payment gateway** ensuring uninterrupted processing during SWIFT outage scenarios, integrating **MQ / Flexcube / VolPay / ISSAC** with **HSM automated signing** (Romania) and **hybrid token-based architecture** (Zambia) across 3 simultaneous environments.
- **Engineered** a **dual-site co-location architecture** at **Equinix LD4 / InterXion**, delivering **100% redundancy** for critical **FIX sessions** and **eTrading services** for Capital Markets operations across EMEA.
- **Spearheaded** global **RHEL7-to-RHEL8** infrastructure transformation for enterprise **Genesys** contact center platforms across **4 regions** (EMEA · Brazil · Mexico · Korea), ensuring full **Safety & Soundness compliance** across 5 sequential environment phases.
- **Orchestrated** EMEA migration of **Cisco ICM 11.x → 12.6**, eliminating **EVOS risk** within a **5-month delivery window** including full Windows Server 2019 / SQL Server 2019 modernization.

- **Governed** Central Bank regulatory alignment across Romania (ReGIS / NBR) and Zambia (ZIPPS / BoZ), designing country-specific HSM and token-based security architectures under binding regulatory deadlines.
- **Mitigated multi-million euro double-charging risk** during BT Radianz co-location migration (300+ connections, hybrid Waterfall / rolling-wave Agile) through systematic firewall lifecycle governance.

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#### UPC Polska Sp. z o. o. (Liberty Global) · Warsaw

**Pan-European Project Manager** (*Contractor*) | August 2016 – December 2021

Led pan-European infrastructure and digital transformation programmes across network modernization, regulatory compliance, BI implementation, and CX architecture for Liberty Global's Central & Eastern European operations.

- **Mitigated ~\$5M FSC Article 19** (UOKiK) regulatory penalty exposure through end-to-end complaint management process re-engineering and automated case registration.
- **Architected** a high-performance **on-premise BI platform** processing **3 billion Oracle records** (SSAS Tabular · Power BI Report Server).
- **Migrated** legacy infrastructure to **Google Anthos microservices**, achieving **>\$0.5M cost avoidance** on IBM server maintenance and future upgrades.
- **Spearheaded Remote-PHY (DAA) deployment** across **8 European countries**, managing **€1M CAPEX** and **30+ stakeholders**, including **€151K capitalization** for Poland and Slovakia workstreams.
- **Directed 10G EPON delivery** for the UK (Project Lightning), achieving **£21 cost reduction per home passed** through full OLT/CPE RFP selection and type approval governance.
- **Spearheaded** deployment of **30 CMTS units (Cisco · Arris · Casa)** across **35+ hubs** in Poland and Czech Republic, transitioning all sites to **10G core ports** within a **203-day Waterfall cycle**.
- **Architected a \$1M Agent Desktop** programme securing executive Business Case approval through Design Thinking UX methodology across 20 departments.
- **Led ~\$0.5M DnA Case Management** digital transformation, projecting **~\$1M five-year savings**, through structured RFP/RFQ vendor selection (Accenture vs. Horus) and 8 Agile sprints.

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#### Nationale-Nederlanden TUnŻ S.A. (NN Group) · Warsaw

**Project Manager, PMO** (*Contractor*) | February 2016 – July 2016

- Directed dual-workstream **new sales channel programme** targeting **\$2M APE growth** via TrueComp · Soug · Informatica · CRM integration, delivered within a **155-day Waterfall cycle**.

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#### Poczta Polska S.A. (Polish Post) · Warsaw

**Project Manager & Chief PM Expert** | September 2014 – January 2016

- **Rescued \$50+M Print Services Outsourcing** across 600 offices — a programme that had failed multiple prior attempts — coordinating legal, operational, and technology workstreams to successful completion.
- Led **ITSM platform implementation for 75,000 users** and **Sales Platform deployment across 7,500 offices**.

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#### Microsoft · IBM · IFS Poland · Warsaw

**Senior Key Account Manager, Financial Services** | December 1996 – September 2008

- Managed strategic C-suite relationships at **PZU** (Eastern Europe's largest insurer) and major financial institutions, leading international project lifecycles across software, hardware, and managed services at Microsoft and IBM scale.

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## Education

- **Postgraduate, Business Administration (Organizational Transformation)** — Kozminski University, 2014–2015
- **Postgraduate, Financial Management (Credit Risk Scoring)** — Warsaw School of Economics (SGH), 2001–2002
- **M.Sc., Business Administration** — University of Lodz, 1990–1995

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## Certifications & Credentials

PRINCE2® Practitioner · ITIL 4 Foundation · Scrum Master

AI Literacy: M365 Copilot · ChatGPT · Gemini · NotebookLM · LibreChat · Perplexity

English: C2 Advanced (State Examination) · Polish: Native