

CURRICULUM VITAE

NAME: Jacek Czernuszenko
DATE OF BIRTH: 07.01.1970
PERMANENT ADDRESS:
PHONE:

E-MAIL:

PROFILE:

Program Manager, IT Director, Change Manager and Start-up Leader; Merger Project Leader; Program and Project Portfolio Director and Project Manager with strong management consulting experience. Proven path in implementation of new processes and systems in finance, logistics, sales, call center, CRM and Business Intelligence in mobile telecom industry (e.g. SAP, Oracle, SAS, Comverse, Avaya, Cisco, Chordiant, Microsoft, Google). Broad qualifications in management (strategy, general, financial and IT). Strategy Development, Change Management and Transformation leader. Facilitator to all levels of management.

EDUCATION: 2000 - **MBA** from Manchester Business School and University of Wales
1995 - **M.Sc.** in Applied Mathematics from Warsaw University
1993 - **M.Sc.** in Mathematics from University of Mississippi

CERTIFICATION: 2005 - **PMP** (Project Management Professional) from PMI
2011 - **CGEIT** (Certified in Governance of Enterprise IT) from ISACA (exam passed, certification in progress)

AWARDS: **CIO of the Year 2007 – 2nd Prize in Poland**

WORK EXPERIENCE:

- July 2011- Present** **COMPANY: STRATIS BUSINESS AND TECHNOLOGY TRANSFORMATION CONSULTANT**
POSITION: PROGRAM MANAGER
Scope: Managing Transformation Program for IT organization over 1000 people.
Key Performance Indicators: Shortening IT Time to Market, Improving communication between IT and internal business clients, Increasing IT delivery capacity, Enhancing vendor management.
- Mar 2010- June 2011** **COMPANY: P4 Sp. z o.o. (mobile network PLAY (www.play.pl)), Warsaw, Poland**
POSITION: CHANGE MANAGEMENT DIRECTOR
Position's goal: Managing special projects. Process Management and Organizational Development.
Positioning in the company's structure: Reporting directly to CEO.
Key Performance Indicators and managed budget: Improving business processes to keep Zero Headcount Increase in the company.
Main Achievements: Implementation of Business Process Management (enterprise business process architecture, process diagrams, process management trainings) and process improvements. Improving company efficiency through process and organizational changes.

- Feb2009- Feb 2010** **COMPANY: P4 Sp. z o.o. (mobile network PLAY (www.play.pl)), Warsaw, Poland**
POSITION: CHANGE PROGRAM DIRECTOR
Position's goal: Management of Company Change Programme.
Positioning in the company's structure: Reporting directly to CEO and the Management Board. Direct subordinates (dotted line): 12 people (7 Project Managers, 4 Task Force Managers, 1 Communication Manager). Direct subordinates (dotted line): up to 80 people
Key Performance Indicators: Executing company budget in 2009 – achieving positive EBITDA
Main Achievements:
Running of Change Management Program consisting of Projects and Task Forces focused on: Top Line improvements, Operational Costs reductions, Customer Experience, Network Utilization, Performance Management, Project Management, Process Management, Innovation Management, Knowledge Management, Talents Management. Cross functional project teams. Project Manager of Merger of P4 with Germanos.
- 2006 -2009** **COMPANY: P4 Sp. z o.o. (mobile network PLAY (www.play.pl)), Warsaw, Poland**
POSITION: INFORMATION TECHNOLOGY DIRECTOR
Position's goal: Building company Information Technology Infrastructure and Business Support Systems. Management of company IT Development and Operations
Positioning in the company's structure: Reporting directly to CTO. Direct subordinates: 5 IT managers. Indirect subordinates (incl. consultants): over 100 people.
Key Performance Indicators: Providing IT Systems to support critical business processes (designing, implementing and maintaining company IT systems and infrastructure).
Managed budget: Total budget exceeded 40M EUR.
Main Achievements:
Set-up of IT Department from start up phase and implementation of critical systems:
- SAP Implementation Program for all P4 Group entities: FI/CO, Supply Chain, Sales, HR, NetWeaver (Portal, XI/PI) and Business Warehouse,
- Billing (Comverse Convergent Billing System) – IN Platform processes, Billing processes, Roaming
- Revenue Assurance, Fraud Prevention and Interconnect Settlement,
- Business Intelligence (Data Warehouse, Business Analytics, SAS-P4 Partnership Program),
- Development of custom applications: Web 2.0 Portals, Internet Self-care, e-shop, Customer Care
- IT Infrastructure and Operations,
- Selection, Procurement and Managing vendors.
Recruitment and Team development from 5 to 60 people.
- 2002 – 2005** **COMPANY: PTC Sp. z o.o. (mobile network T-Mobile/former name: Era), Warsaw, Poland**
LAST POSITION: CUSTOMER CARE (SALES AND CRM) SYSTEMS UNIT MANAGER
Positioning in the company's structure: Reporting to IT Director. Team development from 11 to 22 Project Managers and system specialists
Key Performance Indicators: Delivering projects on time and within budget.
Managed budget: Total budget exceeded 20M EUR.
Main Achievements:
-Implementation of franchise sales channel, internet self-care customer service, CRM-Campaign Management System (Chordiant), network planning support system, handset management system.
-Integration customer service and self-service system with Intelligent Network Platforms (consumer prepaid platform and business virtual private mobile network platform).
-Implementation of systems for new brand Heyah.
-Vendor selection and procurement.
-Managing CRM Program.

- 2001** **COMPANY:** A.T. Kearney, Warsaw, Poland (www.atkearney.com)
LAST POSITION: MANAGER
Positioning in the company's structure: Reporting to CEO
Key Performance Indicators: Generated revenue in consulting fees.
Delivered revenue: Total generated revenue from my work exceeded 0.25M EUR
Main Achievements:
Reduction of receivables from automotive industry in IT global service provider in Europe.
Development of e-Banking strategy.
Implementation of budgeting system for the leader in transportation industry.
- 1997 - 2000** **COMPANY:** PTC Sp. z o.o. (mobile network T-Mobile/former name: Era), Warsaw, Poland
LAST POSITION: ERP (SAP) EXPERT
Positioning in the company's structure: Reporting to IT Director.
Key Performance Indicators: Delivering projects on time and within budget.
Managed budget: Total budget exceeded 1M EUR.
Main Achievements:
-Implementation and enhancements to Financial and Controlling processes using SAP R/3.
-Implementation of Supply Chain and HR processes using SAP R/3.
-Managing Projects.
-Vendor selection and procurement.
-Creating SAP User Support Group.
- 1994 - 1997** **COMPANY:** Arthur Andersen Business Consulting, Warsaw, Poland
LAST POSITION: SENIOR CONSULTANT
Key Performance Indicators: Delivering value added consulting advice to the customer.
Main Achievements:
Development of Budgeting and Controlling processes and system concepts in two power plants.
Strategy Development in FMCG and chemical companies.
Development of Management Information Systems in two companies.
Audit of financial statements and financial reviews of banks and companies.

LANGUAGES

ENGLISH FLUENT
POLISH MOTHER TONGUE
GERMAN SATISFACTORY
RUSSIAN SATISFACTORY

