



Resume

Experienced IT manager and leader. An expert with many years of practice in leading people, building and developing teams, setting strategies and providing routine day-to-day operations. Professional in architecture/analysis, development, implementation and operation of SW/HW not only in a field of web applications, ECM, CRM and ERP. A team player focusing on results and customer satisfaction with a practical experience from dozens of large projects (agile, waterfall).

Experience

2018 – now

Self-employed

Transformation manager, Enterprise architect, Consultant

- Management of digitization projects, analysis and data migration (Carrier CZ)
- Enterprise architecture of RPA and ML/AI Call Center projects (Generali Česká pojišťovna)
- Managerial consultations, unification of the release management process (Vodafone ČR)

Achieved results

- Target architecture design of Call Centers by 2025 finished
- NPSW/AristoTelos project for shift planning and management in 7x24 operation implemented

2016 – 2018

W.A.G. payment solutions, a. s. (eurowag®)

IT development manager, CIO deputy

- Management and method. guidance of the department, definition of long/short-term strategies
- People management (recruitment, development, motivation, evaluation; 45 people + 15 ext.)
- Budgeting (CZK 400 million/year), controlling, management of partners and suppliers
- Development of IT systems and SW throughout SDLC, esp. IT architecture, business/IT analysis, implementation, testing/QA, administration/operation and continuous improvement
- Responsibility for the delivery and resource management of IT transformation and digitization projects, fulfillment of KPIs in the field of BAU supplies and operation of IT systems

Achieved results

- Functional/unified department built (9 → 50+ people/12 months, churn <5%, 4 subordinate teams), successful reorganization (matrix-controlled agile/DevOps units)
- Process management of the team: processes designed and implemented (Demand, Change, Project, Test, Release and Resource management), principles of agile/DevOps included
- KPI fulfilled (e.g. average delivery time 180+ → 80 days, average ChR age 320 → 120 days)
- Projects in the expected quality/time delivered, e.g. EMI/SCP (transformation of ERP system to MS Dynamics NAV 2016), Aequitas (tax refund), EWMC (MC payment card mgmt.), FRED (CRM on cloud platform MS Azure/Dyn CRM), Melioro (modernization of web self-service), etc.

2013 – 2016

T-Mobile Česká Republika, a. s.

Radio access network development manager

- Management of RF engineering, RF strategy and RF planning teams (36 people + 25 outsourced)
- People management (stabilization, professional development, motivation, evaluation)
- Definition of the department's strategy resource management, budgeting (CZK 600 million/year)
- Testing and implementing HW & SW innovations into the mobile network, resp. for the quality of 2G/3G/LTE network planning and the infrastructure sharing with another mobile operator

Achieved results

- Functional and motivated team built
- Optimal cooperation with outsourcing partner established, deliveries improved and accelerated (e.g. delivery time 32 → 14 days, error rate 20% → 4%), insourcing process initiated
- Delivery of inputs for projects in planned quality, deadlines and budget, e.g. Lucie (LTE rollout) and Checker (sharing 2G/3G/LTE networks with O2)



2012 – 2013 **Komerční banka, a. s.**

IT solution architect

- Responsibility for IT analysis/delivery of solution design for ECM/DMS transformation project

1996 – 2012 **Telefónica Czech Republic, a. s. (formerly Eurotel Praha, spol. s r. o.)**

IT development manager (initially Analyst/Developer)

- Methodical management of teams (since 2000, up to 33 people, mostly external)
- Resource management, budgeting (CZK 75 million/year), tenders for technologies/suppliers
- Responsibility for analysis, development, administration and operation of systems/applications
- Responsibility for the implementation/transformation/migration/upgrade projects

Achieved results

- Dozens of successfully delivered CRM/BI/ECM/DMS/ERP projects (e.g. Watermark 1996, Kontakt 1998, Panagon 2000, PanApli 2001, CRM/Siebel 2002, Kofax Cpt. 2004, FN P8 2008, DOCCON v.2 2010, ŘD v2 2010, FileNet to OpenText TCP 2011, Lotus Notes to MS Sharepoint 2012, etc.)

Education

1992 – 1996

Faculty of Natural Sciences,

Postgraduate studies

1987 – 1992

Charles University Prague

Master studies

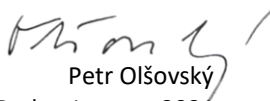
- Physical-organic chemistry, organic synthesis, spectroscopy (IR, NMR) and data processing

Knowledge, skills and characteristics

- Management and methodical leadership of teams, definition of long/short-term strategy
- People management, recruitment, team building and development, motivation and development of employees skills, feedback and evaluation
- Resource and budget planning/management, supplier and external management, outsourcing
- Project management, development & operation (waterfall/agile, PRINCE2, ITIL, ITSM, RUP, Scrum, Kanban, XP, TDD, DevOps, Lean/Six Sigma), modeling & design (UML, BPMN, TOGAF, EA)
- MS Office, MS Access, MS Visio, MS Project
- Administration, operation (Windows, UNIX, Linux, Oracle, MS SQL Server, WL, JB, Tomcat, Citrix, VMWare, Docker, Kubernetes, Jenkins, HPSM), data/document migrations, system integration, clouds (PaaS/SaaS, MS Azure), development SW (VB/C#/ .NET, JS, T-SQL, PL/SQL, SOAP/REST), testing (HPQC, TestFlo, Selenium, Soap UI, J-Meter, GUI Master), processes (JIRA, Confluence)
- CRM (Siebel, MS Dynamics NAV/CRM), ECM (IBM FileNet P8, EMC Documentum, MS Sharepoint, Alfresco) and ERP systems (SAP R/3, MS Dynamics NAV/Business Central)
- Experience in the telecommunications, customer care, banking and services sectors
- Advanced English and Russian (written and oral), mother language Czech
- Proactive communication, independence, reliability, responsibility, systematic orientation
- Driver's license B

Trainings and certifications

- Refresh of managerial skills (Middle management training, 2018), T-Mobile University (2014), ETUSP (Communication in IT, Team Leading, 2006), People Leading, Team Motivation (1999)
- ITIL Foundation V3 (2010), ISTQBC (2005)
- Managing IT Projects, System Integration, Software Testing (ESI/GWU, 2002), PM (1999)


Petr Olšovský
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