

# TOMASZ GADZINOWSKI

EXPERIENCED IT MANAGER  
PMI-ACP®, ITIL®V3 EXPERT, CAPM®



## WHY ME?

I am an experienced IT manager & professional (ITIL®v3 Expert, PMI-ACP® Agile Certified Professional, PMI CAPM®, certified Professional Cloud Service Manager and PAL-I Professional Agile Leader™, former PRINCE2® Practitioner) with an extensive international background gained in multi-cultural teams and projects worldwide.

I bring 19+ years of experience in IT/Telecom within leading companies at challenging roles, with 12+ years of experience in actual IT Management, facing int./ext. customers, leading and mentoring outsourced teams.

Proven track records in IT Operations & Service Delivery Management, Project Management, Agile Delivery, IT Infrastructure Management, IT-Business Alignment, Teams Management, Transitions, Outsourcing Ops Models.

### LANGUAGES

ENGLISH : BUSINESS FLUENT  
SPANISH : MODERATE  
GERMAN : MODERATE  
POLISH : NATIVE LANGUAGE  
RUSSIAN : BASIC

✉ Tomasz\_Gadzinowski@op.pl  
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🌐 [www.tomasz-gadzinowski.com](http://www.tomasz-gadzinowski.com)  
📅 born: 01. March 1981  
🏠 Zurich, Switzerland

PMI® member - ID: 1976999

MORE INFO ON:  
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## WORK EXPERIENCE

present **IT SERVICE DELIVERY MANAGER - VICE PRESIDENT**  
Apr 2021

Corporate reorg job title changes - comparable duties as previously (below).  
More focus on Sourcing and Provider Management over recent time.



Apr 2021 **HEAD IT SERVICE DELIVERY DATA SERVICES - VICE PRESIDENT**  
Apr 2012

Managing IT Operations of shared infrastructure services delivered to internal Business Domain IT's in the second largest reinsurance company in the world. Responsible for Operational Service Delivery of Oracle, MSSQL & MSBI, SharePoint, Business Objects, PowerCenter, Hyperion, DB2 z/OS & LUW, BMC Tools, Sybase, Tableau, Denodo, Secure Information Exchange Apps Suite.  
Cloud Service Delivery Management for Swisscom Private Cloud – IaaS, CaaS, SQL DBaaS.  
Managing delivery teams of 40+ FTEs and a cost center with a yearly budget of \$15m+. Managing inter-service-provider and inter-vendor transition projects. Managing contracts (OLAs/SLAs, KPIs, reporting, consumption, financials) for outsourced IT operations. Ensuring smooth IT Service delivery to Business and adjusting ITIL OpsModels for Cloud Services (e.g. Office365). Driving CSI & automation initiatives. Establishing Agile and DevOps practices in the managed teams.

Mar 2012 **ACTING PROJECT MANAGER AND ANALYST**  
Sep 2010

Managing SW development project with a team of 6 FTEs. Involved in telecom SW integration testing project. Responsible for test-runs of 3G Radio Network Controller software, test-plant management, KPI analysis, test results analysis.

ERICSSON /  
ERICPOL TELECOM



Sweden/Poland

Apr 2010 **LIFECYCLE MANAGER & OSS ENGINEER (OPERATION SUPPORT SYSTEMS)**  
Feb 2008

Responsible for budget, roadmap & activities, improvements of OSS services (IBM Proviso, iQ.link, etc.). Managing implementation timelines and engineering issues. Involved in operational work streams of projects. Liaising with SW/HW vendors.

Alcatel-Lucent



Zurich, Switzerland

Oct 2007 **TECHNICAL PRODUCT SUPPORT FOR UTRAN**  
Mar 2006

3G Radio Network Controller (RNC) specialist in Operations & Maintenance



Germany/Poland

Oct 2005 **NETWORK ENGINEERING & DESIGN APPRENTICE**  
Jun 2005

Professional apprentice in 3G Network Department in Hangzhou

China

Nov 2004 **ELECTRONIC ENGINEERING APPRENTICE**  
Jun 2004

Professional apprentice in Electronics Department in Ciudad Madero

Mexico

## EDUCATION

Jun 2011 **IT RESOURCE MANAGEMENT**  
Oct 2010

WARSAW UNIVERSITY OF TECHNOLOGY

Postgraduate studies. Faculty of Electronics and Information Technology.

Poland

Oct 2006 **MSC IN TELECOM. & COMPUTER SCIENCE ENGINEERING**  
Oct 2000

TECHNICAL UNIVERSITY OF LODZ

International Faculty of Engineering. Course of studies held entirely in English.

Poland

Jul 2003 **EUROPEAN SOCRATES / ERASMUS GRANT**  
Feb 2003

UNIVERSIDAD POLITÉCNICA DE MADRID

Facultad de Informática. 6th semester of studies accomplished in Spain.

Spain

## PROFESSIONAL SKILLS

IT SERVICE MGMT 95  
IT OPERATIONS 95  
PROJECT MGMT 90  
DATA SERVICES 85  
TEAM MGMT 85

## PERSONAL

INITIATIVE 90  
ORGANIZATION 90  
COMMUNICATION 95  
PRESENTATION 90  
OPEN-MINDED 85

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## CERTIFICATES

- PMI-ACP®, Agile Certified Professional
- Certified ITIL®v3 Expert
- CAL-E & CAL-O, Certified Agile Leadership® Essentials & Organizations, Scrum Alliance
- PAL-I, Professional Agile Leadership™, Scrum.org
- CAPM®, Certified Associate in Project Management, PMI®
- Microsoft Certified: Azure Fundamentals (AZ-900)
- ISACA® Cybersecurity Fundamentals Certificate (CSX-F)
- Certified Professional Cloud Service Manager (Cloud Credential Council)
- Certified Cloud Technology Associate (Cloud Credential Council)
- PRINCE2® Practitioner, expired
- Certified in ITIL®v3 Expert Qualification: Managing Across the Lifecycle
- Certified in ITIL®v3 Intermediate: Continual Service Improvement
- Certified in ITIL®v3 Intermediate: Service Operation
- Certified in ITIL®v3 Intermediate: Service Transition
- Certified in ITIL®v3 Intermediate: Service Design
- Certified in ITIL®v3 Intermediate: Service Strategy
- Certified PRINCE2® Foundation
- Certified in ITIL®v3 Foundation

## CHOSEN TRAININGS

- Lean Six Sigma Foundation, Swiss Re Academy Zurich
- Leading with Emotional Intelligence, Swiss Re Academy Zurich
- Creative Solutioning, Swiss Re Academy Zurich
- Engaging Stakeholders Effectively & Influencing Skills, Swiss Re Academy Zurich
- Agile@Scale, Swiss Re Academy Zurich
- Agile Ecosystem, Swiss Re Academy Zurich
- DevOps Foundation, DevOps Institute, Glenfis AG - Zurich
- Present with Confidence Learning Path - Advanced Workshop, Swiss Re Academy Zurich
- Management Essentials, Swiss Re Academy Zurich
- Successful Communication & Negotiation, Swiss Re Academy Zurich
- Scrum Introduction, Swiss Re Academy Zurich
- ITIL®v3 Intermediate, Accredited Trainings: Lifecycle Stream (SS, SD, ST, SO, CSI), Zurich
- PRINCE2® Foundation and Practitioner - APM Group Accredited Training, Warsaw
- Apollo 13 - an ITSM Case Experience™, ITIL®v3, Warsaw
- Leadership Skills training, Ericpol Telecom, Lodz
- Project Management according to PMBoK®, PMI® Accredited Training, Warsaw
- ITIL®v3 Foundation in IT Service Management, APM Group Accredited Training, Warsaw
- SITE 2.1. system : User, Reporting and Administrator training, Keynote SIGOS, Zurich
- SUN Solaris10 Operating System Administration, Sun Microsystems Training Institute, Warsaw

## LANGUAGE CERTIFICATES

- German: telc (The European Language Certificates) - Zertifikat Deutsch B1 (ZD)
- English: Cambridge ESOL - Business English Certificate (BEC) Higher
- English: TOEIC® - ETS L&R; Highest Level - C2 (990 points obtained / 990 available)
- English: Cambridge ESOL - FCE (International First Certificate in English)
- Spanish: Cervantes Institute - DELE Intermedio International Spanish Language Certificate

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