

# TOMASZ GADZINOWSKI

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



## WHY ME?

I am an experienced & versatile IT manager (ITILv3 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 reliability and **19+ years of experience in IT/Telecom** within leading companies in challenging roles, with **13+ years of leadership experience in actual IT Management**, facing int./ext. customers, leading multi-country outsourced teams.

Proven track record in:

- IT Service Delivery Management
- IT Operations & Infrastructure Delivery
- Outsourcing & Contract Management
- Project Management
- IT Leadership & Teams Management
- Agile Methodologies
- Transitions
- Vendor Management

### LANGUAGES

ENGLISH : **BUSINESS FLUENT**  
SPANISH : **INTERMEDIATE**  
GERMAN : **INTERMEDIATE**  
POLISH : **NATIVE LANGUAGE**  
ITALIAN : **BASIC**  
RUSSIAN : **BASIC**



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[www.tomasz-gadzinowski.com](http://www.tomasz-gadzinowski.com)  
born: 01. March 1981  
Address: Wehntalerstrasse 608  
8046 Zurich, Switzerland

Citizenship: Swiss, Polish



PMI member ID: 1976999

MORE INFO ON:

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## WORK EXPERIENCE

present  
Apr 2021

### IT SERVICE DELIVERY MANAGER - VICE PRESIDENT

- New job title due to org. changes - similar duties as previously (below)
- More focus on Sourcing and Provider, Contract & Vendor Management

 **Swiss Re**  
Zurich, Switzerland

Apr 2021  
Apr 2012

### HEAD IT SERVICE DELIVERY DATA SERVICES - VICE PRESIDENT

- Managing end-to-end IT Service Delivery & IT Operations of shared infrastructure services (customer facing) delivered to internal Business Domains IT customers;
- Responsible for Operational Service Delivery of Oracle, MSSQL & MSBI, SharePoint Infrastructure, Business Objects, PowerCenter, Hyperion, DB2 z/OS & LUW, BMC Tools, Sybase, Tableau, Denodo, Secure Information Exchange Apps (MFT) – focusing on customers satisfaction
- Cloud Service Delivery Management of Swisscom Private Cloud – IaaS, CaaS, SQL DBaaS, PaaS
- Leading multi-location delivery teams (up to 40+ FTEs) and a cost center (budget \$15m+)
- Introducing & establishing Agile and DevOps practices in the managed teams (Kanban, Scrum)
- Promoting agile mindset and re-orienting the teams from the traditional ways of working into an agile-oriented delivery approach
- IT Project Management: inter-service-provider transitions, apps consolidations & migrations
- Service & customer focus: service continuity, performance, quality, annual budgeting process, service consumption planning & forecasts; IT Governance (accountable for passing audits)
- Managing outsourcing: sourcing strategies, Service Level Agreements (SLAs) & KPIs, reporting, consumption, escalations, quality, vendor performance and continuous improvement (CSI), automation initiatives; Vendor Management & Vendor Relationships (fostering partnerships)
- Contract management: defining and negotiating new contracts, handling change requests, renewals, negotiations, commercials, risk management, regulatory compliance

Mar 2012  
Sep 2010

### ACTING PROJECT MANAGER AND ANALYST

Ericpol Telecom / Ericsson

Sweden / Poland

- Managing a software & application development project with a team of 6 FTEs
- Working in a telecom software integration testing project / programme
- Responsible for test-runs of 3G Radio Network Controller software, test strategy, test plan, test-plant management, KPIs impact analysis, results analysis (analytical skills)

Apr 2010  
Feb 2008

### LIFECYCLE MANAGER & OSS ENGINEER (ASSURANCE)

Alcatel-Lucent / Sunrise Communications

Zurich, Switzerland

- Life Cycle Manager & main Admin of IT Applications - IBM Proviso and of iQ.link (Comsearch)
- Responsible for budget, roadmaps, improvements of OSS services (Operation Support Systems)
- Managing implementation timelines, releases and resolving engineering issues
- Involved in operational workstreams of projects. Liaising with SW/HW vendors.

Oct 2007  
Mar 2006

### TECHNICAL PRODUCT SUPPORT FOR UTRAN

Nokia Siemens Networks

Germany / Poland

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

Oct 2005  
Jun 2005

### NETWORK ENGINEERING & DESIGN APPRENTICE

Huaxin Post & Telecom Designing Institute

Hangzhou, China

- Professional apprentice in 3G Network Department

Nov 2004  
Jun 2004

### ELECTRONIC ENGINEERING APPRENTICE

Ingenieria en Electronica del Atlantico

Tampico, Mexico

- Professional apprentice in Electronics Department

## EDUCATION

Jun 2011  
Oct 2010

### IT RESOURCE MANAGEMENT

WARSAW UNIVERSITY OF TECHNOLOGY

 Poland

Postgraduate studies. Faculty of Electronics and Information Technology.

Oct 2006  
Oct 2000

### MSC IN TELECOM. & COMPUTER SCIENCE ENGINEERING

TECHNICAL UNIVERSITY OF LODZ

 Poland

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

Jul 2003  
Feb 2003

### EUROPEAN SOCRATES / ERASMUS GRANT

UNIVERSIDAD POLITECNICA DE MADRID

 Spain

Facultad de Informatica (Informatics). 6th semester of studies completed in Spain.

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## CERTIFICATES

- PMI-ACP, Agile Certified Professional
- Certified ITILv3 Expert
- PAL-I, Professional Agile Leadership, Scrum.org
- CAL-E & CAL-O, Certified Agile Leadership Essentials & Organizations, Scrum Alliance
- 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 ITILv3 Expert Qualification: Managing Across the Lifecycle
- Certified in ITILv3 Intermediate: Continual Service Improvement
- Certified in ITILv3 Intermediate: Service Operation
- Certified in ITILv3 Intermediate: Service Transition
- Certified in ITILv3 Intermediate: Service Design
- Certified in ITILv3 Intermediate: Service Strategy
- Certified PRINCE2 Foundation
- Certified in ITILv3 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
- ITILv3 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, ITILv3, Warsaw
- Leadership Skills training, Ericpol Telecom, Lodz
- Project Management according to PMBoK, PMI Accredited Training, Warsaw
- ITILv3 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
- IBM Tivoli Monitoring 6.2 for Implementers and for Users and Administrators, Zurich
- IBM Tivoli / Netcool Proviso 4.4.1. Administrator, London IBM Training Institute
- HSDPA - The Booster Solution for UMTS, Siemens Training Institute, Wroclaw
- Philips Lighting Poland; Training in IT Department at Service-Desk, Lodz

## 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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## PROFESSIONAL SKILLS

IT SERVICE MGMT	<div><div></div></div>	95
IT OPERATIONS	<div><div></div></div>	90
TEAM MGMT	<div><div></div></div>	85
OUTSOURCING	<div><div></div></div>	95
PROJECT MGMT	<div><div></div></div>	90

## PERSONAL

INITIATIVE	<div><div></div></div>	90
COLLABORATION	<div><div></div></div>	90
COMMUNICATION	<div><div></div></div>	95
PRESENTATION	<div><div></div></div>	90
OPEN-MINDED	<div><div></div></div>	90