

Michal Sankowski

Experienced & Certified Process, Release & Project Manager

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Dear Sir, Madame,

I am an experienced and Internationally Certified Process Modeler, Release Manager and Project Manager. I have had the pleasure and privilege of working for the biggest and fastest growing companies in online business in Poland, and most recognizable international Clients and consulting Companies. The key value I provide is an increase in a process cost efficiency as well as a significant buildup in client's satisfaction and good relationship. I have proven my skills and knowledge on a number of occasions.

I've worked for several industries: Health, Banking, Automotive, Advertising, and therefore gained a unique opportunity to pick the best practices from each of them and combine them with my skillset & experience. For the passed 12 years I've worked in on an international level, cooperating with teams & cultures from Europe, Asia, Australia & US.

My involvement in these, large scale, international project allowed me to develop a broad and extensive knowledge in the domain of: Software Release Management & planning, Project Management, Process design, mapping optimization and management, with a thorough and in-depth understanding of not only the project at hand, but also the overall placement of the introduced change and its impact onto the whole department/branch/ organization and the value it's supposed to bring.

I was frequently praised for the will and determination to clearly understand the change/ project/ process, as well as for my structured and documented approach to the work I deliver.

As for my academic accomplishments, I started with a bachelor's degree in Marketing and Management, lately adding a post graduate studies in Business Analysis and Requirements Engineering.

I also hold several professional Certificates: ITIL Intermediate certificate in IT Release Control and Validation, Agile Business analyst, Agile Project Manager, Prince 2 Practitioner, P3O Practitioner, Lean It foundation, Adonis Process Modeler, and I keep on learning.

I love what I do & feel confident in Project, Process & Release Management
I would like to offer my services for your consideration.



WORK EXPERIENCE

Avenga Client Citi Handlowy

Cross project, Tech Project Lead
09/2023 +

Key contribution for the company: New projects Business analysis, and cost estimation, Projects release to production process setup, monitoring and coordination, project Management

Type of Business supported: Data archiving, Data reporting, Project portfolio reporting

Tasks & Projects

- **Business Analysis, Project & Release Management**
 - Project Business analysis - requirements analysis, multiple international requestors
 - Release process setup and coordination - based on jira, vendor management, stakeholders and Business management.
 - Project management- personal management over each particular project for Data reporting Application
 - Project analysis & presentation prep.
 - Setting up project structure, team, communication, introducing market standards
 - Cooperation and communication within international environment (Europe, USA, Zambia, Kenya, Tanzania, Jordan, Uganda, New Zealand)

Link Group Client Accor Invest

Cross project, Project Manager
02/2023 - 07/2023

Key contribution for the company: Project setup, structure analysis and recommendations, Project Management

Type of Business supported: Data Warehouse, Data archiving, Data analysis, Project portfolio quality reporting

Tasks & Projects

- **Project & Release Management**
 - Project management- personal management over each particular project for data warehouse and Project quality reporting
 - Project analysis & presentation prep.
 - Setting up project structure, team, communication, introducing market standards
 - Internal project consulting within the organization (help for other PMs)
 - Project phases release to production preparation and leadership
 - Cooperation and communication within international environment (Europe, Australia, Iran, Maroko)

ProData Consultants Client VWFS

Cross project, Project Manager
08/2022 - 01/2023 (short term contract till the end of the 2022 year, prolonged by the client to 2023)

Key contribution for the company: Project setup, structure analysis and recommendations, Project Management

Tech/ Tools : Atlasian, Visio, Sharepoint env, Ms Office & Office 365, Teams comms. suit,

Type of Business supported: Data Warehouse, Data archiving, Data analysis

Tasks & Projects

- **Release Management**
 - Project management- personal management over each particular project
 - Project analysis & presentation prep.
 - Communication mapping & optimization- creating communication, escalation if required
 - Vendor Management and agreement negotiations
 - Project Budget Management
 - Supporting Devops teams - working with Devops based teams in project delivery, and supporting their development

Victory Projects & Processes Clients: Demi

Project & Process consultant

05/2021 -08/2022

Key contribution for the company: Training and coaching the PM personnel, setting up a project focused structure, workshops

Tech/ Tools : Atlasian, Visio, Ms Office & Office 365, Teams comms. suit, Adonis.ai,

Type of Business supported: Manufacturing business

Tasks & Projects

- **Release Management**

- Communication mapping & optimization- creating communication, escalation, emergency and rollback matrixes in order to set up and transparently present information and competencies flow & relations

Jit Team - Client: Nordea

Cross project, Project & Release Manager

10/2021 -05/2022

Complete overall communication in English

Key contribution for the company: Giving structure and order to the Release process

Tech/ Tools : Atlasian, Visio, Sharepoint env, Ms Office & Office 365, Teams comms. suit, Adonis.ai, ICEFLO

Type of Business supported: Archiving solutions for the most delicate of Nordea payment data:

Tasks & Projects

- **Release Management**

- Scheduling Releases
- Release Process ownership, being its guardian and key person to spread it across the implementation teams
- Deployment project management- personal management over each particular deployment & post deployment testing including communication
- Communication mapping & optimization- creating communication, escalation, emergency and rollback matrixes in order to set up and transparently present information and competencies flow & relations
- Rollback process design, implementation and management -introducing rollback process approach as a must have, providing process mapping along with communication in case of rollback- design. Ensuring service continuity and maximal business value.
- Supporting Devops teams - working with Devops based teams in project delivery, and supporting their development (improvements notes, improvement meetings)

Victory Project & Release Management Clients: Millenium Bank, Divante Media, Codibly, Demi

Project Manager, Release Manager, Chief Negotiator & Process consultant

05/2021 - 10/2021

Key contribution for the company: Lowering costs through process mapping and implementation of upgrades

Key achievements: Project environment setup, Communication processes setup, Process mapping, analysis and adjustment.

E-consulting + Billennium - Client: Roche

Cross project, Project & Release Manager

09/2014 -04/2021

Complete overall communication in English

Key contribution for the company: **Lowering operational costs along with quality increase**

Key achievements: **Creating a deployment process benchmark that has eliminated post PROD deployment issues and reduce deployment time by 50%. Promoting its use company- wide, therefore achieving a big scale effect.**

Tech/ Tools: HPALM, Atlasian, Camunda, Visio, Sharepoint env, Recpoint, Coremap, Windream, Ms Office & Office 365, Link, Google comms. suit, Jamboard

Type of Business supported: Archiving solutions for the most delicate of Roche data: Laboratory data, Personal data, Daily operational and project data.

Some of Supported software: Recpoint, Windream, Project Library, Coremap, Tibco, One Intranet,

Tasks & Projects

- **Release Management**

- Scheduling Global sharepoint releases with stakeholders and development teams across the Roche world using the Release train approach (runtime & infrastructure dependencies)
- Release Process ownership, being its guardian and key person to spread it across the implementation teams
- Quality control design and management - emphasizing deployment final quality by taking care of proper testing stages before deployment as well as while deployment preparations continue. Establishing policies and managing their practical implementation.
- Deployment project management- personal management over each particular deployment & post deployment testing including communication
- Communication mapping & optimization- creating communication, escalation, emergency and rollback matrixes in order to set up and transparently present information and competencies flow & relations
- Rollback process design, implementation and management -introducing rollback process approach as a must have, providing process mapping along with communication in case of rollback- design. Ensuring service continuity and maximal business value.
- Supporting Devops teams - working with Devops based teams in project delivery, and supporting their development (improvements notes, improvement meetings)
- Multilevel project Lifecycle engagement - As a Release Manager and Project Manager engaged on the Project level, As a part of the PMO team, engaged on a portfolio and Program level (Certified) with discussions with Key stakeholders and having an overview of the Whole Portfolio, Program, and projects lifecycle.

- **Project Management**

- Project planning - strategic planning for all incoming major changes as well as project scheduling, visualization is Gantt charts, and numerous presentations to stakeholders on senior management level.
- Project communication - In each deployment process if responsible to Project communication to the client, and status reports &updates.
- Agile project approach - Leading projects with agile approach to development and Business analysis
- Strategic meeting leader - implementation planning leader - I've been trusted with leading a joint committee planning all deployment activities for all of department's applications
- UAT oversight - scheduling UAT within a deployment process for several applications
- Problematic issues mapping and implementing solution - gathering information about all kinds of problems in the process, preparing assessment, valuation, estimations and proposing communication approach to solving them as well as leading the change.
- Deployment documentation & documentation flow management - gathering information, mapping, implementing and managing documentation flow through all deployment stages.

- **Business Analysis**

- Business Analysis & Process mapping- Business process analysis based on the documentation, databases and extended team interviews. Gathering information along with definitions & word code unification as well as mapping the whole existing process.

- deployment & development process mapping
- communication process & matrixes mapping
- Document preparation & Process optimization
 - User Requirements and design document preparation.
 - Enabling and starting a concept of continuous improvement by implementing Release Management optimization strategy plan, and the ongoing "Ideal process" approach.
- Relation based team building, coaching and motivation - team evaluation and new goal setup. teal mentoring, coaching and leading towards process mapping and project rescue. Short and long term goal setup.
- Knowledge Transfer, design, implementation & management - ensuring proper knowledge transfer by gathering and distributing deployment information, ensuring user proper training and knowledge testing including early life support phase.

Victory Project & Release Management Clients: Proximity Prague, MemFinder ApplicatiIn (mobile), Midgar (Bitcoin financial transfers)

Project Manager, Release Manager, Chief Negotiator & Process consultant
05/2014 - 04/2015

Key contribution for the company: **Lowering costs through negotiations with external vendors, Identifying inefficient budget allocation through analytics reports, co-creating a professional IT team (coders)**

Key achievements: **External contracts cost cut down by 30-50% depending on the vendor, Efficient cost allocation in terms of IT team effectiveness (good value for money), Adv campaign budget allocation changes that increased CTR .**

Tech/ Tools : Atlasian, Bonita soft, Adonis soft, Camunda, Visio, Ms Office & Office 365, Google comms. suit, Dedicated testing soft for mobile applications.

Tasks & Projects

- Project & Investment Management - project planning and budgeting, team research and hiring
- Project Consultation - external expert project consultation regarding team processes, online website performance
- Project leadership for third party partners
- Release Management - release of mobile and desktop versions of a global, bitcoin based transactional B2B tool, including workflow creation, project mapping, flow design and communication matrix

Accenture services Polska - Client: BMW

Market Consultant for Nordic Countries
11/2013 - 04/2014
Complete overall communication in English

Key contribution for the company: **Lowering resource/project costs, Increase in client satisfaction along with mutual decrease in client escalations**

Key achievements: **Reversing of a negative trend in client- service relation by solving numerous problems and “re-establishing a trust relation” with the client. Handling ongoing 112 projects (desktop & mobile apps)**

Tech/ Tools : Atlasian, Visio, Ms Office & Office 365, HPSM.

Tasks & Projects

- Project Management - assuring all resources and assets are in place, establishing time schedule for every project (over 100 at a time) and a detailed plan for every single project (several stages) along with the UAT needs
- Project budgeting, time & resources management (external- Mumbai) ,Internal projects Man: Jira implementation, Process optimization
- Release Management of new car model websites & mobile app versions -I've been responsible for planning and release of every website and mobile app for new or upgraded car model for all Nordic Representatives of BMW
- Direct Cooperation with four major markets: Denmark, Norway, Finland, and Sweden – over 100 simultaneous projects

Hypermedia Isobar Poland(well-known international interactive agency, part of Global Dentsu Network)

Internet Release & Project Manager

04/2013 -11/2013

Complete overall communication in English

Key contribution for the company: **Professional, transparent Project Management, Lowering client's dissatisfaction (professionally handling client complaints), and transforming them into new business development through new / widened project scope.**

Key achievements: **Establishing a trust based relationship with the client. Providing a transparent Overall process map – through what – lowering time & work waste within the process.**

Tech/ Tools: Atlasian, Visio, Ms Office.

Tasks & Projects

- Business requirements analysis in the project briefing & scoping phase. Consultation & coordination with the client needs.
- Project Management - web pages language localization, a online-social applications
- Project budget, time, resources, and tests management
- Release Management - planning, monitoring and execution management for each deployment along with creation of communication & escalation matrix
- Participation in writing tests scenarios + personal execution of them based on a client's key requirements
- Internal projects Management : Onboarding, Implementation Process optimization(visio)
- Cooperation with **Accenture** and external partners
- Communication in English , Scrum Master training

PKT.pl(Biggest Polish Yellow Pages B2B company)

Advertisement production Department Manager

07/2012 -04/2013

Complete overall communication in English

Tech/ Tools: Ms Office.

Tasks & Projects

- Department management (4people)
- Budget management (over 100 000 PLN/ monthly)
- Project Management
- External cooperation projects based on third party agencies (film productions, mailing solutions, map solutions)
- Product development and improvement
- Cooperation with: Sales Department, Marketing Department, Law Department, Editors, IT Department

Point Group Media Platform

Industry: Publishing, Internet, It Projects

Internet Projects Manager

01/11/2011 – 31/06/2012

Complete overall communication in English

Tasks & Projects

- Managing 400 000 users information portal: www.wprost.pl
- Team Management: 20 permanent employees and 60 contractors
- Traffic and cost analysis and coordination
- Cooperation with: Sales Department, Marketing Department, Law Department, Editors, IT Department & external agencies.
- Research and analysis basing on the Google Analytics, PBI / Gemius Maga panel , TGI , Adexpert

Infor : Dziennik.pl

Industry Publishing, Internet, IT Projects

Product Manager Dziennik.pl

01/07/2010 - 31/10/2011

Tasks & Projects:

- Release Management of portal projects - personal release management of each deployment & functionality.
- (release planning, team and resources setup, release validation and evaluation, market benchmarking)
- Portal Project Management - overall project planning for all portal projects in 3 months, 6 month and 12 months perspectives
- Traffic and cost analysis and coordination
- Creation of the web support department

Commercial Union Direct.pl – Marketing department

Online communication Manager

01/09/2008 - 30/06/2009

Tasks & Projects:

- Development of the www.cudirect.pl site
- Research and analysis basing on the PBI / GemiusMagapanel , TGI , Adexpert
- Cooperation with: Sales Department , Law Department , IT Department, external agencies
- Products supported (creation preparation, campaign recommendation, close cooperation with external agencies)
: Ocza 1 zł, AsistanceNavi

Agora S.A. , Gazeta.pl – Ad. Support department

Product Development Manager, team leader

01/10/2006 - 01/09/2008

Tasks & Projects:

- New product and new sites introduction & development
- Custom mad campaigns coordination
- Sale department training and coaching, support during meeting with clients
- Creation of multimedia presentations
- Planning and development of user activities such as contests, viral marketing
- Research and analysis basing on the PBI / GemiusMagapanel , TGI , Adexpert
- Cooperation with: Sales Department, Marketing Department, Law Department, Editors, IT Department
- Cooperation with external agencies
- I worked for companies such as: Polkomtel, Millenium, Nokia, Kia
- Products introduces for sale: Wideo.gazeta.pl, Fotoforum.gazeta.pl, Boksy.gazeta.pl, Boksy.exclusive.gazeta.pl, Newsletters

EDUCATION

Education period 09/2020 - 06/2021
Faculty **Post graduate studies in Business Analysis and Requirements eng.**
School Akademia Leona Koźmińskiego (College)
Warsaw (Poland)

Education period 01/09/2000 - 30/06/2005
Faculty **Marketing and Management**
School Szkoła Główna Gospodarstwa Wiejskiego (College)
Warsaw (Poland)

Education period 01/09/ 2001 –30/06/2003
Faculty **Information technology**
School Wyższa Szkoła Informatyki Stosowanej i Zarządzania (College)
Warsaw (Poland)

Education period 01/09/1996 - 30/06/2000
Faculty **It expanded class + general knowledge**
School LI LO im.TKościuszki (high school)
Warsaw (Poland)

SKILLS& CERTIFICATIONS



Team work skills:

- Strong negotiation skills on both department and company-to-company level
- Team management and setup (I have led up to 75 people)

Both acquired through training and work experience.

IT Management skills:

- **P3O Practitioner certificate holder**
- **ITIL Foundation & Process and Release Management: certificate holder**
- **Certified BPMN Process Modeler** by BOC group/
- Project Management: **Prince 2 Foundation & Practitioner cert. holder**
- **Lean IT foundation Certificate holder**
- IT development: Trained Scrum Master
- **Agile PM foundation certificate holder**
- **Agile BA foundation certificate holder**

IT skills:

- Redmine / Basecamp/ HPSM/ Jira/ Trello - ticketing systems
- Google Adwords& Google Analytiks
- Gemius / PBI Magapanel
- MS Word, MS Excel, MS Access, MS FrontPage, MS PowerPoint
- Mind Manager

SELECTED RECOMMENDATIONS

Our biggest success of the year 2015 is Michal Sankowski, and the role of Release Manager for our applications he's fulfilling.

Jeremy Dalton General Manager Intranet Platforms and Services at Roche Hoffmann-La Roche

Mr. Michal Sankowski has cooperated with Hypermedia Isobar on a position of Project Manager.

His role was to lead complex internet, mobile and social projects for one of the major worldwide companies from FMCG branch.

*Amongst numerous tasks, Michal was responsible for **project delivery within scheduled time and budget as well as for keeping professional and positive relation with the client and associated agencies.***

Michal has demonstrated initiative, ownership and commitment second to none.

Moreover, his advice was of significant importance to the client, during the process of scope analysis.

In reference to the above, Michal has received a number of positive marks and recommendations for further cooperation both from the client and within the team of Hypermedia itself.

It is for these reasons that I offer high recommendations for Michal without any reservations.

His drive and skills can truly be a valuable asset in any team.

Paweł Wiśniewski, Managing Director, Hypermedia Isobar Dentsu Group

Power of persuasion, charismatic leadership and Pure Creativity in one person!

Because of his effectiveness and brilliance, Michael is a Manager everyone wants to work with.

Loyal business partner and a good man.

*We have worked together at a large B2B business platform for leading client in the FMCG sector. **The project was complicated due to a lot of decision makers, very demanding deadlines and parallel pending initiatives. It was impossible to do until I saw Michael in action!** You are great! I fully recommend!*

Monika Holdak Hypermedia Isobar Dentsu Group

My advice is simple: only make use of Mike's capabilities in case if you are truly serious about digital.

When working with Mike, one has to be prepared to ask and receive difficult questions and challenge the status quo such as: where are we losing traffic? What are the bottlenecks of the conversion funnel? How can we improve the local relevance of content for our users?

At the end, those questions are the ones that will lead you to greatest possible results...

and Mike – will guarantee you achieve them!

Kristian Hloušek Senior Strategy Director Proximity Prague