

MARIUSZ MATUSZEWSKI

PROFILE

25 years of experience working in IT industry on Polish, Central and Eastern Europe, European and Global markets. Managing own business, co-owning ISP business, working in medium to large companies in various roles related to IT services and support. Managing local, regional and global teams scaling up to 40+ people. Eager to use my experience in diverse, international environment fostering collaboration across the various cultures to drive business outcomes.

KEY COMPETENCIES

Organization transformation,
Recruiting, Building and Developing teams,
People management,
IT Consulting,
Technical Support,
Consulting Resource Management,
Outsourced Vendor Management,
Customer Experience

LANGUAGES

Polish – native
English – fluent
Russian – intermediate
German – basic

EDUCATION

Warsaw University
Mathematics, Informatics and
Mechanics faculty
Master thesis – Artificial intelligence on
stock exchange

CERTIFICATION

ITIL
COPC registered coordinator
Six Sigma White Belt
Official Polish Ministry of Treasure Exam
for Board Members

WORK EXPERIENCE

Microsoft Services: Resource Manager

Oct 2017–Present

Responsible for the day to day staffing 60+ Office 365 Experts
Responsible to provide right resources on the right time at the
right place across Business Productivity consulting engagements in
EMEA

KPI reporting to Time Zone leadership
Escalation management

Microsoft Services: Global Capacity Management Lead

Jul 2016–Sep 2017

Globalization of Microsoft Services Division
Managing a global team of 20+ resource managers
responsible for:

- Staffing of 1000+ Data and Artificial intelligence IT experts across consulting and support engagements
- Providing input to workforce capacity planning based upon current business demand,
- Providing operational support in terms of communicating the KPIs
- Leading or participating in resource management process improvements as it relates to people, process and tools.

Role expanded in January 2017 to cover 3000+ IT experts in two technical domains: Data and Artificial Intelligence and Modern Application Development

Microsoft Western Europe: Shared Services Lead

Jul 2015–Jun 2016

Successful Consolidation of Microsoft Consulting in Western Europe region

Second level Manager managing the 25+ team that provided various functions for the Western Europe Consulting Practice organization consisting 400+ Microsoft IT experts.

Functions included:

Capacity Planning – FTE and contingency staff,
Resource Management – tooling, processes, people management as manager of managers
Vendor Management – selection, assignment,
Readiness – training delivery coordination with Microsoft Global learning organization
Mobility – assuring safe cross-border delivery across EMEA

Microsoft Global Delivery: Professional Development Resource Manager

Sep 2012–Jun 2015

Key role in deployment of the offshore based (India) Microsoft Consulting delivery model in EMEA region

Hiring and managing multinational team of 40+ Consultants based in Warsaw. The highly mobile Consultants – travelling up to 75% of their time across consulting engagements/project across EMEA countries (mostly EU) and beyond

Responsible for the technical and professional readiness of Consultants, playing Onsite Delivery Coordinator for outsourced delivery role, and their aggregated billable utilization results

Drive sustained employee productivity and high customer/partner satisfaction results, through assessment, training, and coaching

HOBBIES

Traveling
Photography
Neuroscience
Bridge
Guitar
Adventure sports:
Sailing,
Long, Snow & Kiteboarding,
MTB

Involved in resource management – global best practice creation

Microsoft EMEA: Service Delivery Manager

Apr 2005–August 2012

- Consolidation of Customer Service and Support activities in Central and Eastern Europe region
- Creation of a multinational Service Delivery Team (10+ remote employees) responsible for management of all outsourced Customer Service and Support activities in CEE

- Transition of the very spread and difficult to manage business model involving local country based vendors (21+) into scalable and agile vendor model consisting of 5 big call center vendors operating in 6 CEE locations.

- August 2009–November 2010 secondment role to help managing launch of Windows 7 in Western Europe

Microsoft Poland: Technical Account Manager

Sep 1999–Mar 2005

- Individual contributor role responsible for Support Services delivery for enterprise customers in Poland.

- The short list of biggest customers I worked for: financial sector: National Bank of Poland, PKO B.P., BRE Bank S.A., Lukas Bank, ING, telecommunication: TP S.A., Polkomtel, Era, and the biggest Microsoft Support Partners: Prokom Software, ComArch

Euronet Poland: IT Service Manager

Entrepreneur: (Co-)Owner