



BARTOSZ KĄDZIELA

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About Me

Former ServiceNow Business Analyst at Takeda SCE and Product Master Data Specialist at Fujitsu. Currently, I am learning web development, while simultaneously working on personal projects to further enhance myself in these areas.

📍 Lodz, Poland 📅 26/05/1992

Skills

- Business Analysis
- ServiceNow
- SAP PP/MM
- Agile and Lean methodologies
- ITIL practices
- Master Data
- Escalation Management
- Microsoft Office
- Red Box Call Recording

Languages

Polish Native / C2

English Advanced / C1

French Basic / A2

Programming

- HTML
- CSS & Tailwind CSS
- PHP (beginner level)
- Javascript (beginner level)
- Laravel (beginner level)

Work Experience

○ 11/2021 – 03/2024 | Takeda S.C.E

Business Analyst (ServiceNow)

- Collecting User Requirements – meetings with stakeholders
- Managing User Stories in ServiceNow Visual Task Board (Agile)
- Preparing Solution design mock-ups for ServiceNow enhancements
- Creating Acceptance Criteria for the development team
- Testing ServiceNow enhancements in Dev/QA/Test environments
- Creating ServiceNow Reports, Dashboards and Knowledge Articles
- Holding Peer Review sessions for more complex enhancements

○ 08/2019 – 10/2021 | Fujitsu Technology Solutions Sp. z o.o.

Technical Operations Specialist (Product Master Data)

- Implementing and configuring Primergy servers in SAP PP/MM
- Managing data across Product Life Cycle
- Coordinating data transfer across SharePoint, JPDM, SAP environments
- Collaborating with Product Management Team from Germany & Japan

○ 12/2017 – 08/2019 | Fujitsu Technology Solutions Sp. z o.o.

Service Process Controller

- Managing and maintaining Service Desk processes
- Reviewing Call Quality and managing incidents
- Managing escalations for UK customer
- Reporting SLA & KPI
- Coordinating Lean Management

○ 11/2016 – 12/2017 | Fujitsu Technology Solutions Sp. z o.o.

Service Desk Agent

- Providing technical support for clients based in UK & US – ServiceNow
- Supporting clients via call, email, and ServiceNow web chat
- Building and utilizing ServiceNow Knowledge Articles

Education

○ 10/2014 – 07/2016 | University of Lodz

Master – Logistics – Supply Chain Management

○ 09/2015 – 05/2016 | University of the West of Scotland

Master – Management – International Management



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Awards

02/2020 | Fujitsu Technology Solutions Sp. z o.o.

Fujitsu Recognition Award for Implementations in Data Configuration

01/2020 | Fujitsu Technology Solutions Sp. z o.o.

Fujitsu Recognition Award for Coordinating S&R in a Team

07/2017 | Fujitsu Technology Solutions Sp. z o.o.

Fujitsu Centrica Finest Award for Best Performance

Pro Bono Work

09/2016 – Now

English teacher for A1-B2 level

Interests

- Foreign languages
- English literature
- Chess
- Travelling
- Court tennis
- Calisthenics
- Swimming

Trainings & Certifications

05/2023 | Takeda S.C.E

Service Now Reports & Dashboards

08/2022 | Takeda S.C.E

Agile Foundations

11/2021 | Takeda S.C.E

Visual Task Board (Agile)

09/2020 | Fujitsu Technology Solutions Sp. z o.o.

Cyclic Knowledge transfer trainings for Primergy Products

11/2018 | Fujitsu Technology Solutions Sp. z o.o.

Effective Time Management Workshop

12/2017 | Fujitsu Technology Solutions Sp. z o.o.

Information Technology Infrastructure Library Workshop

09/2017 | Fujitsu Technology Solutions Sp. z o.o.

Sense and Respond for Activists Workshop

07/2015 | University of Cambridge

Certificate in Advanced English C1