



# BARTOSZ KĄDZIELA

+48 506 106 848   bartosz.kadziela@o2.pl   [linkedin.com/in/bartosz-kadziela](https://www.linkedin.com/in/bartosz-kadziela)  
[github.com/bartosz-kadziela](https://github.com/bartosz-kadziela)

## 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**