

DARIUSZ ANTONIEWICZ



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My primary strength is the ability to look at the complex, technology architecture of modern, international ICT Service Provider with customer centric eyes of business concerned, experienced manager of cross functional teams and projects.

Nearly 20 years of experience in international ICT/Telecommunications sector gained my technical and managerial skills. As a head of several business units and many cross-functional taskforces I managed and supervised teams delivering many successful projects that gave tangible benefits to the company and its technology and business organizations.

I strongly believe that a key to every successful project delivery is well constructed, guided and motivated team of people. My principal way of team members engagement for the tasks is clear strategy and objectives communication and transparent information sharing on course of projects execution. That leads to well-timed decisions and keeps projects in schedule and within budget.

My professional expertise associates with expert knowledge of reference enterprise architecture of technology and business management systems (OSS/BSS/ERP/CRM). To support and automate business processes I am able to manage development, purchasing, delivery, installation, configuration and deployment of IT solutions including: Element and Network Management, Network and Service Inventory Management, Fault Management, Workflow Management, Performance and Quality Management, Service Management, Customer Experience Management, ERP, Data Warehouses and BI Systems.

I represent balanced mixture of hard and soft management skills that let me equalize professional experience and objective oriented performance with interpersonal competences and consensus oriented communications with internal and external business partners on all expert/managerial levels.

„The only value your company will ever create is the value that comes from customers — the ones you have now and the ones you will have in the future. To remain competitive, you must figure out how to keep your customers longer, grow them into bigger customers, make them more profitable and serve them more efficiently.”

-Don Peppers and Martha Rogers, Ph.D., Return on Customer™

EDUCATION



1994 – 1989

M. Sc. Engineer degree at The Warsaw University of Technology - Collage of Electronics and Information Technologies, Department of Telecommunications. Specialization: Telecommunications Systems

Languages: Polish - native.
English - fluent.

TRAINING

SHORTEN

2013 – 2008

Manager's Academy – PTC's Human Resources Department Training Program

Ongoing set of trainings organised by set of management training companies (**Megalit, House of Skills, ODITK Grup**) that cover broad area of people, team, project and finance management. Trainings include topics related to change management, manager's authority, motivation, communication and interpersonal skills, objective oriented management, business planning, cost control and budget execution.

2004

Six Sigma Green Belt Training by Celerant Consulting GmbH

2004

eTOM Process Map – theory and practice by ITTI Sp. z o.o.

The TM Forum's Business Process Framework (eTOM) is known around the world for the common vocabulary it establishes for both business and functional processes.

2001

Speaker and Presenter, Modern Business Ethics, Diplomatic Protocol

Set of three trainings by **The Protocol School of Poland**.

1999

Leveraging TMN by IRR Telecoms

OSS and TMN related conference. The main messages focused on a strategic directions of management systems architecture in multi-vendor and multi-service environment.

1999-1998

Dynergetic® People Management by Dynargie

Goals of training: to increase the effectiveness of trainee relationship with all collaborators, the boss, colleagues and reports and to improve trainee negotiation skills. Basic training blocks included following topics: The Manager as Facilitator, The Manager towards his superior hierarchy, The Team Monitor Manager, The Manager as Motivator, The Negotiator Manager

1996

Project Management: Start-up, Planning, Execution and Close-down by EDS

Project Management Methodology by Electronic Data Systems.

Hobbies

Yachting, photography, biking, good food.



WORK EXPERIENCE

Today – 09/2013



Enterprise Support Platforms Unit Manager, T-Mobile Polska S.A., Warsaw, Poland

Development of specifications, technical designs, and implementation of new technologies in the area of ERP/BSS/OSS platforms.

Support the planning, testing and deployment of services with a focus on architecture.

Analysis of market trends combined with the creation of a vision and strategy development.

Active architecture building in the transformation to SOA and NGCRM project.

Reconstruction, evaluation and consolidation of systems and architecture, combined with a clear vision of the long-term legacy retirement and new systems development.

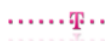
Licenses and systems capacity management.

Market monitoring and cooperation with suppliers for the use of innovative solutions with a focus on their innovation.

Cooperation with other TMPL units and internationally within Deutsche Telekom Group.

Support units responsible for providing business solutions by streamlining existing or implementing new solutions and to provide adequate resources and expertise.

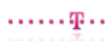
02/2014 – 04/2013



Zugspitze Unit Manager, T-Mobile Polska S.A., Warsaw, Poland

Leader of cross functional taskforce, established to assure T-Mobile Polska as the top quality network in Poland. Project results exceeded Sponsor expectations.

02/2013- 10/2012



Acting Network Department Director, Polska Telefonia Cyfrowa (PTC), Warsaw, Poland

Management of activities related to the strategy, development and network maintenance, capacity management in accordance with the objectives and strategy of the company.

Responsibility for technical evaluation and implementation of core systems, access network and transport.

Focus on finding the right balance between minimizing costs and maximizing business results.

Managing shared network agreements and related partnerships. Technical contracts preparation.

Cooperation with Deutsche Telekom Group.

05/2013 – 2010



**Business Solutions Unit Manager in Network Department,
Polska Telefonia Cyfrowa (PTC), Warsaw, Poland**

New business opportunities identification based on existing network infrastructure.

Frontend to and cooperation with Sales & Marketing of B2B and B2C markets to use those opportunities as revenue streams.

Coordination of technology driven activities related to offering and implementation of dedicated service solutions.

Business processes optimization for Network Department.

Spare parts management.

Requirements definition, development coordination and deployment of Network Department support tools (OSS).

Development and maintenance of knowledge bases, expert systems and information resources of Network Department.

Creation of Network Department reporting infrastructure.

2010 – 2009



**Change & Process Management Unit Manager in Technology
Operations Department, Polska Telefonia Cyfrowa (PTC),
Warsaw, Poland**

Operations support for Product Lifecycle Management – coordination of PLM activities in Technology Operations.

Operations support for Quality Management activities.

Release Management from Technology Operations point of view.

Operational inventory management.

Support systems (OSS) data integration (Fault, Configuration, Performance).

Support tools change implementation.

Spare parts and supplier SMA management.

Operational processes management.

Budget allocation and execution.



WORK EXPERIENCE

2008 – 2003



Service Management Unit Manager in Technology Operations Department, PTC, Warsaw, Poland

Defining architecture strategy for service management systems.

Leading of programs related to business, service and network monitoring and management systems, spare parts logistics and management, technology measurement equipment and technology performance management systems implementation.

Cooperation with external suppliers and partners including technology part of commercial negotiations.

Business process ownership in the ISO 9001/2000 norm understanding.

PTC's principal contact for TeleManagement (TM) Forum membership.

2003 – 2000



Deputy Department Director, Operations Support Systems Unit Manager in Network & Services Management Department, PTC, Warsaw, Poland

2003 – 1998



Operations Support Systems Unit Manager in Network & Services Management Department, PTC, Warsaw, Poland

Management of three sections unit.

Planning and control of yearly budget execution in the area of Operations Support Systems.

OSS strategy, management of OSS administration and development.

Projects management for OSS implementation.

ISO 9001/2000 norm implementation.

1998 – 1994



Systems Engineer in EDS-Poland, Warsaw, Poland

LAN/WAN technology and Data Center infrastructure specialist. Development of Systems Infrastructure for Polish Power Grid Company, team leading of IT Systems Infrastructure Team.



WORK EXPERIENCE



CASE STUDIES/PROJECTS

SHORTEN

Project	Date	Team	Objective	Scope	Involvement
Zugspitze	2014-2013	Multi company, international: T-Mobile Polska, NetWorkS!, Deutsche Telekom, DeteCon, P3 communications.	Fully utilize the advantage of new shared RAN and transformed core, transmission and VAS infrastructure by increasing network and customer perceived service quality.	Network quality review in all technology domains (RAN, core, transmission, VAS). Network audits – internal and external – in selected areas. Post audit recommendations implementation. Network quality related processes review and improvements implementation. Project achievements check by drive tests measurement complain executed by external partner: P3 communications.	Lead
Rainbow	2012-2010	Multi company, international: T-Mobile, Orange, KPMG	Gain extensive CAPEX/OPEX savings, increase mobile broadband coverage and network/services quality by creation of country wide, shared Radio Access Network for T-Mobile Polska and Orange Polska.	Feasibility study for the project, business case calculation, shared network model and nominal plan creation, OSS/BSS and business processes review, creation of 50/50 service JV for RAN plan/build/operate managed services execution. RAN sharing contracts negotiations and sign-off. New shared RAN suppliers tender, technology selection and legacy network swap.	Support in the area of business case, OSS/BSS and process architecture for JV
CEM	2008	International	Implementation of COTS customer experience management solution for the state-of-the-art customer perceived quality management.	CEM solutions market review. RFP for the solution. System selection, local interfaces preparation, solution integration and deployment in Network Operations Center (NOC) and Customer Care.	Lead
Service Data Repository	2005	Local: Network Planning, Operations, Service Management and Customer Care Units.	Implementation of Service Inventory solution to get visibility how network related faults impact commercially available services and customers.	Solution concept creation and business requirements analysis. Selected service models creation. Software and database in-house development. Software integration and deployment.	Lead
PRiME	2002	Local: Network Planning and Operations	Implementation of automated, document and network inventory based workflow management solution for network planning, inventory management and technology/infrastructure maintenance.	Solution concept creation and business requirements collection and analysis. RFP for bespoke solution. Software development, integration and deployment.	Lead
MatriX	2001	International: solution providers, system integrators, NOC	Implementation of COTS, technology agnostic, multivendor umbrella management solution for fault management.	Solution concept creation and business requirements analysis. Tender RFP creation. Solution procurement, implementation, integration and deployment in NOC.	Lead
ISO 9001/2000	2000	Local: Network Operations	ISO 9001/2000 norm implementation in Network Operations area.	Network Operations business processes review, process, procedures and SLA agreements documentation creation and deployment. Norm compliance audit.	Support in the OSS/Network data management area



Management

Ability to define and execute strategies.

Ability to define scope, targets and execute organizational change.

Ability to reengineer and implement business processes based on eTOM and ITIL process frameworks.

Ability to manage technically skilled human resources in the sophisticated, international technology environment.

Ability to plan and manage budget execution.

Ability to manage programs, projects and tasks in the multi-company, international environment.

Ability to manage purchasing, delivery, installation and configuration of telecommunications and IT solutions with cooperation with business partners and solution providers.

Ability to speak at the international conferences – my speeches:

1. “How to Earn and Keep Customers on Competitive Mobile Market”, TeleManagement World Conference, Las Vegas 2003
2. “Service Data Repository - From Classic Resource to Customer Centric Inventory Knowledgebase”, TeleManagement World Conference, Long Beach 2004

Technology

Up-to-date, high level knowledge of telecommunications and information technology – particularly in ICT area.

Detailed, expert knowledge of reference, enterprise architecture of technology and business management systems including element and network management systems, performance management systems, fault management systems, technology transparent umbrella management systems, service management systems, customer experience management systems, CRM, billing, workflow management systems, data warehouses and BI systems.