

Curriculum Vitae

MATEUSZ OSTOPINKO

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Education

02.2007-07.2007 **European Students Exchange Programme Socrates-Erasmus** at University of Aegean, Greece, Samos. Summer term 2007.
10.2004-09.2009 **Częstochowa University of Technology**, faculty: Computer Science, specialization: Economics in IT, Master's thesis: „CRM system based on asp.NET and MS SQL Server technologies”

Employment history

03.2015- **Capgemini Polska – CRM Consultant**
Sales support system in Energa Company - Analysis, design and development of Batch integration solutions with Siebel EIM and ETL tools. Supporting business and technical side of data cleaning. Migration data from external systems into Siebel CRM. Importing and transforming data using PL/SQL and Siebel EIM.

02.2012-03.2015 **Goldbach Audience Poland - CRM Specialist-Administrator**
Configuration and administration of CRM system. Analysis customer needs and participate in the design and architecture of business process solutions. Responsible for testing and documenting the CRM software configuration. Translate business requirements into functional and configuration requirements. Producing regular monitoring reports on performance against targets recommending activities for development. Users support.

03.2011- **MEFIOR Mateusz Ostopinko – owner**
CRM systems & IT - www.mefior.pl . Administration and implementation of CRM systems, reporting, SQL.

CRM in Extrem Sp. z o.o. Sp. K – Main developer responsible for configure and customize CRM application based on the customer plan. Conducting analytical and technical workshops, design of processes and preparing analytical and technical documentation. Creating reports and user's dashboards. Provide end-user and system administrator training in on-site and remote formats.

04.2009-09.2011 **Wydawnictwo Nowa Era Sp. z o.o. - CRM Junior Specialist**

Responsible for design, build, test and deployment efforts for CRM technology solutions. Create reports, forms and other deliverables for projects and tickets. Write and maintain programming and project documentation based on provided specifications. Support for users of CRM system.

Project Manager "Geo-Vision" project - implementation of reporting platform using Reporting Services and GIS - ArcGIS Server.

Languages

- English – good oral and written
- Spanish – basic oral and written

Training and courses

- AWS Technical Professional
- MS Project
- Effective Project Management
- update.seven web Admin
- update.seven core Admin
- MS 2793 + MS 2797 - Implementing and Maintaining Microsoft SQL Server 2005
- Reporting Services + Designing a Reporting Solution Architecture Using Microsoft SQL Server 2005 Reporting Services
- Interpersonal Communication
- Coping with stress

Projects

- **CHWAT**
Ad server billing system developed in ASP.NET (C #), MS SQL (LINQ) and WCF. Internal system for month reporting and invoicing.

- **Sales CRM in Goldbach Interactive**

Implementation of whole sales features of CRM: Offers, Orders, Invoicing. Mapping business processes, reports and development.

- **Geo-Vision**

Project Manager - implementation of MS Reporting Services with GIS - ArcGIS Server – reporting platform.

- **KAMRAT**

Developed in ASP.NET (C #) and MS SQL (LINQ). Application for managing employee evaluation surveys and monthly billing. The services work with the server responsible for loading and parsing files and analogue telephone cards.

Skills

- Experience implementing CRM applications (Update CRM, Siebel EIM and Siebel CRM)
- Strong ability to convey technical information to non-technical customers and good listening skills to translate in the other directions
- Strong collaboration skills; ability to lead and foster effective team
- Familiar with relational database concepts and SQL (MS SQL (T-SQL), Oracle PL / SQL)
- Basic knowledge of Amazon Web Services
- Creating reports and administration of MS SQL - Reporting Services and SQL
- Basic support for ArcGIS Desktop and ArcGIS Server - creation of reports in the form of thematic maps
- Basic knowledge of programming: C#, C++
- Good Knowledge of MS Office
- Driving licence

Interests

- cooking, computers, travels, music, motorbikes