

JAROMIR FRANKOWICZ

EDUCATION

- **September 1990 - May 1994** – Wrocław Secondary School no. VII (general profile),
- **October 1994 - June 1999** – Wrocław University of Economics: Faculty – Management and Information Technology, Department – Information Technology and Econometrics, Specialization – Management Information Technologies,
- **October 2001 - May 2002** – Wrocław University of Economics, Post-graduate studies: „Managing Small and Medium Size Business on Unified European Market”.

LANGUAGES

- Polish – native,
- English – fluent,
- Spanish – fluent.

PROFESSIONAL EXPERIENCE

- **July 2015 – now**
Eurobank S.A., Société Générale group, IT Area – **Director of Analysis and Business Solution Department**; *solid line – EuroBank COO*:
 - Retail+ Program Director. Supervision on strategic projects:
 - Long Channel,
 - Credit Origination (including ESB implementation),
 - FX (including e-exchange),
 - Digital (UX, new Mobile Banking),
 - Insurances served by 3rd party.
 - In charge of three technical teams: Analytics, DWH and Software Development,
 - Direct responsibility for implementation of CRM system (Experience ONE / IBM),
 - Relation keeper between IT and Business (Business Domain Manager).
- **January 2014 – June 2015**
ISBAN (Ingeniería de Software Bancario), T&O division of the Santander Group – **Director in Consumer Finance Business Unit**; *solid line – Head of CFBU*:
 - Direct responsibility for new products implementation in Santander Consumer Spain (e.g. Santander financial services implementation for Orange Spain – as Project Director),
 - Supervision on other strategic projects of CFBU, like: Durables product’s migration to corporate platform in Santander Consumer Poland,
 - In charge of auditing other T&O Departments of the group, e.g.: Santander Consumer Austria.
- **August 2012 – December 2013**
ISBAN (Ingeniería de Software Bancario), T&O division of the Santander Group – **CSA Global Compliance Director**; *solid line – CSA Director at ISBAN*:
 - In charge of creation of new “global” division of CSA (Continuidad del Servicio de Aplicaciones).
 - Direct responsibility for support and maintenance of compliance application (e.g. Norkom, FATCA) in three countries: Spain, Germany, Portugal.
 - Creation and implementation of “Handover Process”. *HO Process is a set of rules and conditions to be executed in relation to support transmission from Local CSA teams to the Global CSA team.*
 - Responsibility for budget preparation and execution. Forecast of budget effectiveness.

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■ March 2011 – July 2012

Santander Consumer Bank Poland, T&O Area – **Head of Solution Delivery**; *solid line – SCB COO; dotted line CEO of ISBAN (Santander Group); team members: 75 people (payroll), 24 people (body-leasing):*

- Responsibility for Solution Delivery Department; (Teams in charge: BPM – *Business Relationship Management*, Architecture, Development, IT Governance, PMO, Project Management, QA Testing, Incident&Problem Management),
- Department budget (Euro 12 million – year 2012 budget),
- In charge of ISBAN branch creation in Poland (under construction).

■ June 2010 – February 2011

Santander Consumer Bank Poland, T&O Area – **IT Integration Officer**; *solid line – SCB COO; team members: 280 people:*

- Santander Consumer Bank Poland & AIG Bank merger – direct responsibility for Legal Merger and systems integration (*Legal Merger date: 1th of March, 2011*):
 - Creation and Ownership of Integration Scope (not only IT but also Operations),
 - Introduction of final Architecture of merged banks,
 - Responsibility for the budget of integration (Euro 13 million),
 - Managed full scope of internal and external specialist's teams (Business & IT): analysts, developers, business process owners, sales and after sales specialists, PM's, testers.

■ August 2008 – January 2010

BNP Paribas Poland, IT Poland – **I&O Development Manager**; *solid line – BNP CIO; team members: 105 people:*

- BNP Paribas Poland & Dominet Bank merger – direct responsibility for systems integration:
 - Introduction of final Architecture of merged banks,
 - Managed both internal and external developers team to conduct changes in applications,
 - Test Team creation ("green field" project) to assure quality of the code – integration, UAT, regression and performance testing.
 - Owner of "Pilot" task – trial run of integrated applications in production environment – one month before real merger.
- BNP Paribas Poland business routine:
 - Managed seven teams of specialists: 3 different Developers Teams, IT PMO, Application Administration, Test Team, Equation Parameterization Team; and Lead IT Architect.
 - Assurance of appropriate relations with external vendors. Strong relation with: HP, IBM, ComArch, SoftwareMind, Asseco.
 - Managing, planning and controlling the Department's budget – 7 million pln.
 - Ownership of overall Change Management Process: analysis, building, testing and implementation.

■ November 2007 – July 2008

GE Money Bank Poland, IT Department – **IT Quality Assurance Manager**; *solid line – GE Money Bank Poland CIO; team members: 8 people:*

- Creation of IT Quality Assurance team (ITQA):
 - Test automation (functional, regression, performance and preparatory processes: test environment parameterization, input data creation, etc.)
 - Organize IT support for testing: Applications, Databases, Servers and Middle Layer

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Administrators.

- Ownership of overall Testing Process: Demand, Test Scope, Defect and Environments Management.
- Implementation of standardized Test Methodology supported by automated tool.

■ September 2004 – October 2007

GE Money Bank Poland, IT Department – **IT Controller**; *solid line – GE Money Bank Poland CIO, dotted line – Corporate IT Controller.*

- Controllership Management – responsibility for implementation of requirements and changes: IT Governance, SOX, Operational Risk, Software Governance Policies for 3rd Party Suppliers.
- Change & Portfolio Management – managing, planning and controlling Release Management Process as Release Coordinator. Cross-functional position, managing 400 person work forces. Including test environments ownership.
- Preparation, implementation, and supervision of Operational Risk in IT Department in accordance to Basel II – creation of GE corporate framework.
Time to Market (T2M) implementation as Program Leader. T2M Program based on origin organizational, business and technical changes, had to prepare GE Poland to much quicker and more flexible changes implementation. T2M was a set of 7 different projects forming a competitive advantage in the change implementation process (this new process covers 80% of raised changes – projects, change requests, production BUGs).
- Architecture Committee member.

■ April 2002 - August 2004

IT Area of Bank Zachodni WBK S.A. (*Santander Group*), Service Assurance and IT Architecture Department – **IT Release Project Manager**:

- Managing, planning and controlling Release Management Process (RMP).
- Release documentation creating.
- Access in creation "Contracts" – dates for particular releases.
- Directing dedicated meetings (included: Release Management, Lessons Learned, Special Measures etc.).
- Propagating modern solutions usable for realization of business function.
- IT Project Managers support in special situations caused by delays regarding plans or in situations required additional explanations with external and internal clients.
- Constant searching gaps in process – improvement of the RMP.
- Assurance of appropriate relation with internal business client – all Business Areas.

■ April 2002 – January 2003

IT Area of Bank Zachodni WBK S.A. (*Santander Group*), Service Assurance Department – **IT Relationship Manager**:

- Assurance of proper relationship with key software supplier – Fiserv.
- Organizing and leadership of daily meetings - Special Fiserv Meeting.
- Preparation of methodology and tools for Fiserv control.
- Clear communication assurance between Business Functions, IT Departments and Fiserv.
- Reporting to Senior Management level.

■ September 2001 - March 2002

B1 Programme of Bank Zachodni WBK S.A. , Testing Team – **Test Analyst**:

- Test scripts and conditions preparation for assigned systems/interfaces.

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- Assembly, integration and regression test execution for assigned systems/interfaces.
- Organization and execution of internal training for new Test Team members.

■ November 1999 - August 2001

B1 Programme of Bank Zachodni S.A. and Wielkopolski Bank Kredytowy S.A., Business Support Team – **Senior IT Business Analyst:**

- Business requirements preparation for ICBS system. Functional analysis of existing systems (both BZ and WBK) – analysis of more than 100 different systems.
- Functional Specification (FS) creation and information collection for Functional Design Specification (FDS) and for Technical Design Specification (TDS) – author of 23 FS's.
- Oversee conformity with standards of FDS's.
- Support for I/O ICBS interfaces creation.

■ November 1998 - October 1999

Bank Zachodni S.A., IT and Telecom Department, Roll-out Team – **Inspector:**

- Approach preparation for acceptance test of centralized banking systems (ICBS from Fiserv, PROFILE from Sanches).
- Acceptance test execution of centralized banking systems and recommendation issuing.
- Development of existing systems solution.

ADDITIONAL EXPERIENCE

- Methodologies: CMMI, ITIL, LEAN Six Sigma, PRINCE2.
- Special compliance solutions: IT Governance, FATCA, SOX, Operational Risk, Software Governance Policies for 3rd Party Suppliers.
- Cooperation with external vendors: HP, IBM, EMC, Fiserv, Advatech, ITG, ComArch, SoftwareMind, Asseco, Sygnity, and others.
- Other: Business Process Modeling, Business & IT Relationship Building, Solution Delivery, Program & Project Management, Demand Management, Change & Portfolio Management, Manual and Automated Testing, Team Building, Infrastructure Changes.