Janos Munkacsi

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Personal statement

An experienced IT professional with a demonstrated work history in the financial, banking and training sectors, specialising in the implementation and development of critical IT processes to support BAU operation focusing on customer relationship management.

Key Skills

- Proactive approach to action planning and problem solving;
- Ability to liaise with customers to understand their requirements;
- Able to lead a team and cooperate with other departments effectively;

Employment History

IT Freelancer
January 2020 – Present

Service Delivery Manager | OTP Bank
September 2018 – December 2019

- Playing a key role in the delivery of business-to-consumer (B2C) operations in the biggest National Bank of Hungary;
- Responsible for the following:
  - ServiceNow implementation for subsidiaries in Russia, Ukraine and Montenegro;
  - Testing and supporting the development of banking applications;
- Looking after customer-oriented IT processes in which a client request is received, analysed and transformed into a ticket via ServiceNow;
- Working with ServiceNow ticketing system to build service requests, request items and tasks;
- Using workflows to manage data flows and services provided by the support teams;
- Performing implementation tasks including configuration, testing and reporting;
- Participating in the subsequent analysis of incident management issues;
- Creating action plans to optimise the processes and avoid incidents;
- Assisting clients with any queries regarding the product / software;
- Configuring and customizing the ServiceNow ticketing system;
- Analysing and solving problems (root - cause analysis);
- Proactive engineering to continually identify opportunities for system and solution improvement;
- Searching and verifying users in Microsoft Active Directory;
- Providing training to employees about the ticketing system;
- Troubleshooting ServiceNow related incidents

IT Consultant | Dorsum Ltd.
January 2017 – September 2018

- Responsible for the following:
  - Testing and supporting the development of financial applications;
  - Testing and supporting the development of online applications for the Hungarian Post;

- Participating in software development projects, taking care of software testing activities;
- Using HPSM, Spira, Jira, Mantis tools on a daily basis;
- Working on relational databases such as Oracle and MySQL;
- Creating functional specifications and software documentation;
- Collaborating with project managers and developers;
- Escalating incidents to other teams;

IT Freelancer
April 2016 – December 2017

IT Technician / IT Trainer | Dexef Ltd.
March 2013 – April 2015

- Providing 1st line IT support to employees;
- Performing IT inductions to groups of 20-30 students;
- Troubleshooting computer software and hardware issues;
- Building company workstations, deploying operating system on computers;
- Developing a module to automate manual interactions;

Education

University of Lincoln
2020 – Present
Masters (Msc) degree in Management with Project Management

University of Miskolc
2007 – 2014
Bachelor (Bsc) degree in Engineering Information Technology – Production Information Technology

Professional training courses

- Agile Development Basics
- Prince2
- ITIL V4
- ISTQB Foundation
- ServiceNow Administration Fundamentals
- Introduction to SAP programming 2011