

ID CANDIDATE	ROLE	AVAILABILITY
23456	Salesforce Project Manager	30 days

PROFILE RESUME

Results-driven Program and Team Manager with 10+ years of experience in business transformation, digital strategy, and enterprise technology. Expert in leading teams, managing large-scale programs, and driving pre-sales initiatives. Specialized in Salesforce, bridging business and technology to enhance efficiency, customer engagement, and digital transformation. Skilled in Agile environments, aligning strategy with technology, and fostering high-performing teams

SKILLS

Interpersonal Skills, Team Leadership, Communication, Collaboration, Mentorship, Business Analysis, Client Relationship

EXPERIENCE

Technology Industry

09/2024 – now

Manager, Salesforce Projects and Pre-Sales at Technology Consulting

- Driving pre-sales, business development, and successful Salesforce project delivery for enterprise clients.
- Led an interdisciplinary pre-sales team, fostering collaboration between technical and business stakeholders.
- Managed coordination and alignment between internal teams and external partners to streamline the execution of new initiatives.
- Led RFP responses, client workshops, and Salesforce solution presentations.
- Designed tailored CRM solutions and identified new business opportunities.
- Led the development of Proof of Concepts (PoCs) to showcase Salesforce capabilities to potential clients.
- Advised clients on digital transformation and CRM best practices.
- Implemented mentorship initiatives to accelerate professional growth within the team.
- Managed end-to-end Salesforce implementations, ensuring business alignment.
- Served as the primary contact between clients and internal delivery teams.
- Collaborated with internal delivery teams, architects, and external partners to drive successful implementations.
- Facilitated communication between technical and business teams to ensure alignment and efficiency.

Technology Industry

06/2022 – 04/2024

Salesforce Program Manager

- Successfully executed a comprehensive Salesforce transformation for a manufacturing enterprise, enhancing customer experience and operational efficiency.
- Managed the full lifecycle of a strategic Salesforce transformation program, ensuring business alignment and seamless execution.

- Collaborated closely with business leaders and key stakeholders to define and implement CRM strategies.
- Led the Salesforce development and consulting teams, ensuring the successful adoption of new solutions.
- Designed and deployed customer-centric processes, improving operational efficiency and user experience.

Pharmaceutical Industry

11/2021 – 06/2022

Salesforce Product Owner

- Managed a Salesforce workstream as part of GSK's separation, ensuring a smooth transition of processes to the newly formed Haleon consumer healthcare entity.
- Managed the Salesforce product roadmap, aligning with business needs.
- Translated business requirements into Salesforce solutions.
- Led a cross-functional team within the SAFe framework.
- Coordinated SIT/UAT testing to ensure system stability.
- Handled business analysis and project documentation.

IT Services and IT Consulting

02/2021 – 11/2021

Business Consultant

- Advised on business process optimization and software solutions, supporting project portfolio management initiatives while leading a team of project managers.
- Led a delivery team, ensuring smooth project execution.
- Collaborated with business stakeholders, aligning technology with business needs.
- Provided consulting on business processes and software solutions.
- Managed budget planning and monitoring for key projects.

Information Technology Industry

03/2020 – 02/2021

Product Manager

- Acted as Product Owner / Proxy Product Owner, defining requirements and priorities.
- Led project management and delivery team coordination.
- Provided business process and software consulting.
- Supported pre-sales activities, preparing solution proposals for clients.

Technology Industry

11/2017 – 02/2020

IT Project Manager

- Managed software and IoT solutions development for leading retail companies while contributing to the creation of a digital innovation department in a start-up environment.
- Oversaw end-to-end software product development, from vision to execution.
- Led cross-functional delivery teams, managing internal, nearshoring, and outsourcing collaborations.
- Acted as a bridge between technical teams and business stakeholders, ensuring alignment with company strategy.
- Supported pre-sales activities, preparing solution proposals and project estimates.

Technology Industry

11/2016 – 11/2017

Pre-sales and IT Project Coordinator

- Supported pre-sales activities and IT project coordination, driving digital transformation strategies and solution delivery for enterprise clients.
- Developed digitalization strategies, aligning technology with business needs.
- Coordinated the solution delivery process, ensuring smooth execution.
- Managed delivery teams, fostering collaboration between stakeholders and technical teams.
- Supported pre-sales initiatives, preparing proposals and client presentations.

IT Account Manager

- Managed enterprise CRM implementations and supported clients in adopting SugarCRM solutions, aligning technology with business needs.
- Designed CRM and Marketing Automation solutions, tailoring them to client needs.
- Conducted business analysis, identifying process improvements and system requirements.
- Managed client relationships, ensuring seamless communication and solution alignment.
- Supported pre-sales initiatives, preparing proposals and conducting product demonstrations.

Technology Industry

10/2013 – 09/2015

Marketing and IT Project Manager

- Supported pre-sales activities and project delivery for clients in the HoReCa sector, focusing on custom IT solutions and business process optimization.
- Oversaw the sales cycle for IT solutions, leveraging CRM strategies.
- Developed the company's marketing strategy, driving business growth.
- Supported pre-sales activities, preparing proposals and client workshops.
- Managed IT project delivery, ensuring alignment with client needs.

LANGUAGES

Polish: Native

English: Professional Working

COURSES AND CERTIFICATION

AgilePM® Foundation

Registered Product Owner™™

Certified Sugar CRM Specialist

Moderator Design Thinking

Technical Certification for Media4Display Version 5.0

EDUCATION

Poznań University of
Economics and Business

12/2014 – 12/2017

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