

Arkadiusz Cygan



Project manager and owner of SOLVE-IT company. Graduated from AGH University of Science and Technology in Cracow with excellent results. Passionate about solving complex problems which require interdisciplinary and unorthodox approaches. Allergic to routine. A versatile consultant, he can quickly adapt to changes in the project environment and cope with various adhoc tasks and emergencies. With over 10 years of experience working for a number of large companies (Cap Gemini, Hitachi Data Systems, Accounting Plaza, Carrefour, Heineken Global Shared Services, Amway European Shared Service Center, Shell Business Operations, Pepco, Eurocash) as functional and technical consultant through all the stages of design, development, testing, deployment and maintenance of various custom and off-the-shelf applications. He has worked as both consultant and project manager. His experience includes implementations projects as well as system maintenance and user support initiatives. He has also worked on delivering complex financial reporting tools, KPI definitions and reporting platform, process modeling, test scripts, reengineering and continuous improvement initiatives. Last years he worked as project manager for Eurocash Serwis helping introducing first Polish implementation of Tobacco Product Directive to all field units (117 Cash and Carry locations, 27 distribution centers, 12 warehouses, vansellers and transloading areas), Eurocash Franczyza as project manager responsible of repairing retail process in Milla and Eko rebranded stores, Innowacyjna Platforma Handlu as project manager responsible for CRM implementation and team member introducing an advanced platform integrating modern technology with daily store management - EuroPlatform. A Polish native Mr. Cygan is fluent in English.

EDUCATION

Innowacyjna Platforma Handlu, project manager, consultant, developer

June 2020 – December 2025

Innowacyjna Platforma Handlu Led end-to-end management and development of back-office CRM and retailer communication systems for the EuroCash Group, overseeing large-scale data operations, process optimization, vendor coordination, and lifecycle governance of key enterprise tools. Acted as the central business and technical liaison for EuroPlatform initiatives—driving onboarding, promotional programs, data quality, system integrations, and crossfunctional collaboration to ensure seamless operational performance across 25,000+ retail locations. In particular:

jun 2020 – dec 2025

- Developed the conceptual design and led the implementation of a workflowbased CRM back-office system responsible for monitoring customer onboarding to the retail sales support platform (EuroPlatform) and the monetization platform for the Eurocash Group.
- Managed a CRM platform supporting 25,000+ retail stores, storing contact data, geolocation information, retailer agreements, and detailed event records for each point of sale.
- Designed and implemented a customer service system (BOK).
- Oversaw the ticketing system (BOK) handling 31,000+ service requests annually.
- Designed and managed a mass-communication system for retailers.

- Served as a core member of the project team responsible for the acquisition of the M/platform promotional ecosystem, including business process alignment and large-scale data migration.
- Provided end-to-end lifecycle management for back-office tools: requirements definition, backlog prioritization, coordination of development activities, test execution, deployment oversight, training delivery, and maintenance of full technical and operational documentation.
- Coordinated work with external vendors and technology partners (e.g., Fireball, MarketLab, Netis, COMP, Iteo, BeApp) in the areas of development, maintenance, and systems integration.
- Monitored data quality and consistency within the CRM and connected systems, including error identification, data correction, updates, SAP data matching, and ensuring full process compliance.
- Executed large-scale data updates (e.g., M/p, GUS, GPS, KSeF) in line with established processes and business requirements.
- Managed operational data in the back-office environment according to internal quality standards and organizational procedures.
- Provided PMO support across all related projects.
- Maintained direct communication with end customers.
- Managed a development team delivering enhancements and modifications to existing back-office systems.
- Acted as the SPoC/SME for business, handling a broad range of inquiries related to EuroPlatform (EP), onboarding processes, promotions, and incident resolution (e.g., DRS), ensuring timely and accurate communication.
- Conducted settlement of promotional programs for retailers, including data validation, compliance checks, and preparation of settlements for participating partners.
- Prepared formal documentation for promotional activities—agreements, regulations, and operational guidelines—in cooperation with legal, tax, and data-protection teams.
- Collaborated with dealers and monitored the store onboarding process, ensuring accurate and timely execution of all required steps.
- Managed the recruitment and qualification of new retailers for EuroPlatform, including eligibility verification, offer communication, and onboarding coordination.
- Provided project support for the creation of the new franchise network, including operational, analytical, and coordination activities.
- Monitored retailer compliance with subsidy agreements, including budget allocation, usage tracking, and enforcement of contractual commitments.
- Conducted negotiations and sales activities with prospective EuroPlatform partners, presenting business value, tailoring offerings, and finalizing cooperation agreements.
- Prepared visual and operational materials—presentations, info packs, leaflets, and other collateral supporting sales and communication efforts.
- Monitored operational performance of onboarded stores and participated in trial-period testing, including process validation, issue identification, and improvement recommendations.
- Developed automation tools for key business processes (e.g., white-list verification, GUS queries and other web-scraping tools), improving operational efficiency and reducing manual workload.
- Executed ad-hoc SQL queries for operational needs.

Eurocash Grupa, project manager, auditor

January 2019 – May 2020

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| Eurocash Franczyza
feb 2020 – may 2020 | <p>Project manager, project office and developer responsible of repairing retail process in Milla's rebranded stores focusing on promo, assortment and prices flows, including:</p> <ul style="list-style-type: none"> • Assigning process owners to each process • Identifying process gaps • Auditing store process from perspective of Head Office and store operation • Developing templates to reorganize master data referential flow • Daily basis problem solving |
| Eurocash Serwis
jan 2019 – may 2020 | <p>End-to-end management of overall implementation process of the T&T TPD system (Track and Trace Tobacco Product Directive), from planning, analysis and requirements gathering, through installation, setup, development, till trainings, rollout and support, including:</p> <ul style="list-style-type: none"> • Coordination of work of over 20 users (project team) working in different locations • Main contact point for sponsors, stakeholders from business side and 3rd party suppliers including SGS, PWPW, PSI, Ferrodo, Honeywell, SKK, PointMobile, JTI, PMP, BAT, Imperial, Osapiens • Design of target systems and detail approach for TPD implementation. • Coordination of refund process with SGS • Controlling of registry process for 30% of polish tobacco market with PWPW • Taking part in target hardware recommendation/selection/upgrade and installation for all distribution channels • Close collaboration with tobacco manufacturers (JTI, BAT, Imperial, PMP) • Preparing and introducing training and support for end users and help desk • Preparing big bang approach for approx. 150 field units including cash and carry points, distribution centers, warehouses, vansellers and transloading areas • Carry on audit after closing the project |

Carrefour Romania, project manager, consultant, developer

october 2016 – november 2018

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| Carrefour Romania
Bucharest
oct 2016 – sep 2017 | <p>Working in team responsible for preparing migration of Billa finance systems to Carrefour environment after takeover of Billa by Carrefour (86 supermarkets).</p> <ul style="list-style-type: none"> • Analysis of Billa financial processes and underlying systems • Mapping of functionalities of systems of Billa to Carrefour • Design and built of necessary integrations, preparation for data conversion • Managing migration of referential data (acquisition prices and promotions) |
| Carrefour Romania
Bucharest
feb 2017 – nov 2018 | <p>Project manager responsible for implementation of Workflow for Referential platform managing all master data related topics.</p> <ul style="list-style-type: none"> • Creating concept of final IT solution • Preparing as-is and to-be process for master data flows (acquisition prices, promo purchase prices, supplier creation/modification, article creation/modification) • Working with third party IT company responsible for platform delivery |
| Carrefour Romania
Bucharest
sep 2017 – nov 2018 | <p>Project manager responsible for introducing RPA (robot process automation) and delivery of 25 different robots automating daily basis activities.</p> <ul style="list-style-type: none"> • Gathering information about as is processes and creating technical specifications • Developing final IT EUC based solutions • Coordinating tests, running workshops |

Abra
Amer Sports Poland
AON Polska

Eurocash
FM Logistic
Interparking

Simoldes Plásticos Polska
Nationale-Nederlanden
Shell Business Operations

Pulverit
PZ HTL
Carrefour Polska

Project manager, consultant, developer

march 2016 – september 2016

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| <p>Eurocash
mar 2016</p> <p>All above clients
mar 2016 – sep 2016</p> | <ul style="list-style-type: none"> • Preparing deep analysis of SAF-T implementation in Eurocash environment (50 pages document) including all 5 standard audit files for tax structures. <p>Working as project manager responsible for delivering SAF-T generator systems:</p> <ul style="list-style-type: none"> • Preparing system audits regarding data content from the structures perspective. Including all 5 structures • Preparing data audits confirming data availability for SAF-T structures • Preparing recommendation for final IT solution • Preparing mapping of data from source systems to SAF-T files • Taking active part in systems development and tests and roll outs |
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PEPCO Poland, consultant, test coordinator

november 2015 – february 2016

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| <p>PEPCO Poland
nov 2015 – feb 2016</p> | <p>Test coordinator responsible for preparing test strategy, test scripts and performing test of time and attendance system implemented in 500 PEPCO stores across Poland for approximately 1500 users:</p> <ul style="list-style-type: none"> • Preparing test strategy • Creating about 250 different test scenarios covering entire end to end process • Working with test teams • Communicating with external software supplier • Creating SharePoint project site together with incident data base holding all error raised during tests |
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Shell Business Operations, consultant, developer

january 2014 – november 2015

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| <p>Shell Business
Operations
jan 2014 – nov 2015</p> | <p>Technical team leader responsible for preparing system architecture concept, development and implementation of EUC based system for tax return preparation and review process:</p> <ul style="list-style-type: none"> • Collecting process flow information from different stakeholders • Developing EUC system which standardized, secured, stabilized, simplified, made auditable and transparent e2e process of VAT return preparation and accounts reporting • Working with multinational teams of about 75 people • Preparing and implementing business support model • Creating foundation for research and development team |
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Amway European Shared Service Center, project manager, consultant

july 2013 – january 2014

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| <p>Amway European
Shared Service Center
jul 2013 – jan 2014</p> | <p>Project Manager responsible for delivering new desktop procedures for 8 countries (approximately 300 DTP's):</p> <ul style="list-style-type: none"> • Collecting process flow information for (OTC, PTP, RTR) • Working with multinational (HU/RO/BE/NL/SE/NO/FI/DK) teams of about 25 people • Helping in process of creating process-based organization |
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Heineken Global Shared Services, consultant, developer

april 2013 – june 2013

- Heineken Global Shared Services
apr 2013 – jun 2013
- Running feasibility study of implementing KPIs solution based on Microsoft SharePoint including:
- Gathering business and functional requirements
 - Preparing technical concept / prototype
 - Running proof of concept on selected group of users
 - Leading trainings for end-users

Carrefour Polska, project manager, consultant, developer

february 2012 – march 2013

- Carrefour Polska
feb 2012 – mar 2013
- Project Manager running implementation of a new ERP system for assets management (TETA Constellation MT)
- Managed task scheduling, milestone deliverables, team resources, budget, risks
 - Primary communication channel between business and software supplier
 - Managed data conversion from PeopleSoft Financials of over 1 million assets
 - Designed and built inbound and outbound interfaces for PeopleSoft 8.4
 - Functional and technical problem solving
 - Support towards data integrity and consistency
- Delivered business and functional support for PeopleSoft Financials 8.4 installation:
- Running several improvement projects mostly in GL and AM area
 - Being the first line support for business
 - Functional and technical problem solving
 - Communicating with central support team in France

Hitachi Data Systems, consultant, developer

august 2011 – january 2012

- Hitachi Data Systems
Kuala Lumpur
jul 2011 - aug 2011
- Working under the supervision of transition manager responsible for coordination of a large-scale transition project – migration of financial activities (OTC, PTP, RTR) from the U.S./Canada to Poland/Kuala Lumpur (50 FTEs transferred)
 - Monitored knowledge transfer progress and issues resolution
 - Supported accountants in the knowledge transfer (process mapping, desktop procedures)
 - Prepared training materials and conducted training sessions for users
- Hitachi Data Systems
Kraków
aug 2011 – jan 2012
- Managed and delivered several business applications for shared services center operations:
- Key Performance Indicators – creating concept, gathering requirements, developing of technical and presentation layer for more than 150 different KPI. Using MS SQL database, java scripts, SharePoint and Fusion Charts technologies
 - Timesheets – gathering requirements, creating concept and conduct trainings of web-based application for more than 250 people. Delivered post implementation support
 - Developing number of applications based on InfoPath 2003/2007 and SharePoint 2007 improving business process efficiency

Accounting Plaza, consultant, developer

july 2010 – june 2011

Accounting Plaza
Zaandam

dec 2010 – feb 2011

Accounting Plaza
Kraków

jul 2010 – jun 2011

- Responsible for development and implementation of database tool supporting Belgium franchise & securing Belgium legal and statutory requirements
- As a member of Technical Team he participated in the implementation of PeopleSoft Financials version 9.1 for Royal Ahold and optimization of key financial processes for Dutch and Central Europe
- Delivered several customizations in PeopleTools
- First line technical support for functional project team
- Developed programs and reports using PeopleCode, and Crystal Reports

Hitachi Data Systems, consultant, developer

october 2008 – june 2010

Hitachi Data Systems

oct 2009 – jun 2010

- Responsible for delivery of several programs applications using Visual Basic for Applications in Excel, Access and Outlook (including ADO/DAO technology)
- Responsible for converting data between systems
- Communicated with other integration streams: IT, system administrators, database administrators etc.
- Created an application for automatic loading and processing MT940 files
- Prepared and delivered professional Excel training for HDS employees
- As a member of Continuous Improvement Team supported accountants in their daily activities documenting procedures and work instructions, reporting and escalating issues, etc.
- Created applications using SharePoint and InfoPath (timesheets, workflow)

Capgemini, consultant, developer

february 2009 – april 2009

Capgemini

feb 2009 – apr 2009

- Developer responsible for implementation of several programs using VBA in Access including requirements capture, documentation, test scripts, etc.
- Creating a tool for account reconciliation

Accounting Plaza, developer

october 2008 – january 2009

Accounting Plaza

oct 2008 – jan 2009

- Developer responsible for implementation of several programs using Visual Basic for Applications in Access and Excel including requirements capture, documentation, test scripts, etc.
- Delivered training to end users
- Created tools for account reconciliation and department monthly evaluation reports (KPI).
- Transferred and analyzed data between different databases

Carrefour, developer

october 2008 – january 2009

Carrefour Polska

oct 2008 – jan 2009

- Developer responsible for implementation of several programs using Visual Basic for Applications in Access and Excel
- Responsible for converting data between PS Financials and Bank's systems
- Created an application for automatic international money transfer
- Delivered training to end users

EDUCATION

AGH University of Science and Technology, Kraków, Poland 2005-2012

Human Resources Management

AGH University of Science and Technology, Kraków, Poland 2003-2008

Computer science in control and management

SKILLS

Management

- Organization and coordination of tasks of resources and teams
- Efficient work in multinational corporations with distributed offices and locations
- Management of 3rd party suppliers
- Change management skills.
- Day-to-day project management activities – planning, status and progress reporting, issue resolution, coordination
- Scrum Master (PSM certification)

Business skills

- Good understanding & practical knowledge of SSC/BPO business concept
- Good understanding of financial and accounting processes (OtC, PtP, RtR)
- Successful work with varied cultures and multinational teams
- Project Management and Software Implementation Practices (PSM certification)

ERP

- PeopleSoft Financials 8.4, 9.1: GL and AM modules
- PeopleTools 8.4x – 8.5x, PeopleCode, Application Designer, Crystal Reports, SQR, Application Engine

Other technologies

- Advance knowledge of Office 2003/2007/2010/2013/2016/365 package including VBA programming
- Programming Languages: SQL, HTML, Visual Basic, SQR, PeopleCode
- Reporting: SQR, Crystal, PeopleSoft Query, High Charts, Fusion Charts
- SharePoint technology
- JIRA
- Citrix, TOAD, TOra
- Operating Systems: DOS, Windows, Unix
- Knowledge of 2D and 3D graphics processing software: Corel Draw, Photoshop, Softimage XSI
- Mathematical and data analyses software (Statistica, Matlab)