

# Kamila Podgórska

## Expertise areas:

- ✓ Various industries know-how
- ✓ Teams unifying & alignment
- ✓ Partnerships building based on knowledge and adaptation
- ✓ Multilingual
- ✓ Fluent communication skills in influencing and negotiating
- ✓ Mentoring skills
- ✓ Bridging mindsets
- ✓ Global presence and cross-collaboration leadership
- ✓ Helicopter view of complex process
- ✓ Data synthesize and analysis
- ✓ Product's life cycle management and development
- ✓ Customer's voice advocate



## - Professional Journey-

Multilingual executive with **global, creative and richly hybrid experiences in Customer Success, Project and Product Management.**

Demonstrated ability to **combine customer, business and stakeholders' expectations and align team vision** to deliver the scope. Experience with **various customers and stakeholders in:** Technology, Pharma, Retail, Gaming, Sales, Airlines, Art & Crafts.

**Awarded for Customer and Project dedication, goal-oriented with Customer Value as Roadmap.** Increased internal quarterly **CSR by 39%** and led analysis of a complex international process **affecting over 30K sale retailers.**

## - Career Development -

In an International and Complex Environment a position demanding **Customer's Voice and Product Integration** while **Delivering a Global Process** or Project Scope Aligned with **Strategy.**

## - International Achievements -

- Internal customer **satisfaction rate increased from 40% to 56% in 90 days.**
- **Managed over 30,000 business requirements** into achievable backlogs.
- **Cost reduction** in a retail global process impacting over **3000 retailers** and sales franchises of the reactive issues resolutions - **\$2.0M**
- Improvement of the retailers' billing process for **EMEA and APAC** - valued at **\$28M**
- **Awarded business analysis competencies** in a retail B2C European aimed at **1M users.**

## - Professional & Life Experiences -

04.2024 – 11.2025 Education in **Art assets Curatorship**, certified by SKVOT in Modern Art Curatorship certification. Volunteering in Modern Art Museum in Warsaw.

[Ludicrum Tech](#) & [Yggdrasil Gaming](#), Warsaw, remote. 06.2022 – 04.2024

### Product Team Lead (consulting)

- **Led team effectiveness** into cross-collaboration success and the igaming product's roadmap activities.
- Led a team of up to 8 in product development, enhancing the team's efficiency through **customer advocacy, team's KPIs setup and conflict resolution management.**
- Enforced close collaboration and lean mindset, resulting in a **39% increase in internal customer satisfaction rate within 3 months.** Developed a mentoring pilot program.
- Managed B2B2 casino online solution **3k requirements, negotiated system updates priorities, and resource availabilities.** Chaired team's ceremonies.

[GFT Technologies](#), Warsaw, remote. 04.2021 – 05.2022

### Product Partnerships Manager (consulting)

- Led team in the **adoption of Agile** to meet project deliverables for a crypto exchange e-platform.
- Implemented Lean mindset, Scrum and Kanban, to **align requirements with strategy, KPIs and customer expectations.**
- **Bridged with IT, business, and vendors** (team 10<) in product's roadmap creation.
- Nurtured **relationships with 6 business partners** by collecting feedback and performing training on demand.

[Roche Pharmacovigilance IT Solution Centre](#), Warsaw, onsite. 08.2018 – 03.2021

### Lead Business Analyst

- Drove, owned and **deployed the best practices for business analysis.**
- Acted as customer success lead while building **business partnerships in Europe**, resulting in the **project's growth pipeline by 15%** (est. \$500k)
- Managed business expectations in successful **delivery of drugs' adverse events reporting app before due time** developed by the solution centre.
- **Mentored mid and executive** management 4 colleagues, trained 3 junior colleagues.
- Acted as **speaker** before 100+ on negotiations skills, part of Female IT Booster event.

“ In our time together, she demonstrated an ability to influence without a formal title.

This was driven by her communication skills. She was a natural mentor and the go-to person for guidance. She is a supportive colleague who would be an invaluable asset to any organization.”

-Tomasz Choniawko, PMP  
Senior Delivery Manager, Roche

“Kamila has made a major contribution to the structural reporting on , and driving improvement [...] issues which impacted Retail business results and performance . She also was a key member to run a global continuous improvement project to establish an improved ways of working between IT and Retail billing team , external parties and other cross functional teams.”

- Anneke Cauwenberghs  
Project Manager, Shell

“I had the opportunity to see her in action during several critical initiatives at Roche. [...] She is adept in working with multiple teams and collaborating across multiple domains at the same time. She brings in a wealth of leadership skill where she can bring together a team for a common cause.”

-Anand Ramasubramaniam  
Head of Product Development  
Informatics, Roche/Genentech

## Languages:

French - fluent

Canadian-French - fluent

Polish – fluent

Italian - intermediary

[CN Canadian National Railway](#), Montreal, Canada, onsite. 10.2017 – 02.2018

### Senior Business Analyst (consulting)

- Led on-site **workshops with bilingual senior** stakeholders to identify and align business needs with the processes of engineering and HR digitisation projects. Applied **design thinking** theory.

[Shell Downstream Retail Commercial](#), Warsaw, remote. 03.2013 – 02.2018

### Global Commercial Retail Billing Process Improvement Lead

- Led a **cross-functional workshop** in Glasgow, engaging six executives, vendors and suppliers to identify root causes and solutions.
- **Mapped complex processes**, analysed and presented findings with proposed changes.
- Developed a comprehensive **three-month improvement plan**, aligning stakeholders with KPIs.

[Cisco Polska](#) Warsaw, onsite. 06 – 11.2011

### Sales Process Change Business Lead (consulting)

- Led the **deployment of a significant Sales force process remuneration and financial sales allocations update** affecting over 400 Cisco commercial sales representatives in Spain and France.

[IGT – GTECH International Gaming Lottery Technology](#)

Luxembourg, UK, Israel, Denmark, Germany 03.2006 – 01.2009

### Principal Business Analyst

- **Led the discovery and documentation of business and technology requirements** with senior stakeholders in both English and French, for the lottery ticket sale machine, successfully piloting it in Luxembourg. **Served as Lead BA for several national EMEA lotteries.**
- **Awarded the Silver Award** by the national Luxembourg lottery for exceptional project dedication, achieving a 20% sales increase in the first month.

[GE Money Bank](#) 06.2004 – 11.2006

*Member of the IMLP Information Management Program with 6 months rotation projects.*

### Project Coordinator, Gdansk, Poland. Onsite.

- **Analysed business and technology requirements** to integrate Oracle 9i database capabilities with a single sign-on solution. Mapped five key finance processes from a business perspective.

### Project Lead, Bangkok, Thailand. Onsite.

- **Led business analysis in the Mastercard rollout project worth \$5M** aimed at Thai bank customers. Over 30k business requirements definition and sign-off ready for EMV 2000 standard.
- Participated in **manufacturers and vendor bidding selection** process with executive partners.

[IBM Canada](#) Montreal, Canada, onsite 09.2001 – 12.2002

### Airlines Project Coordinator

- **Developed and implemented an international decommissioning process** for Air Canada's legacy hardware across **300+ worldwide locations**. Achieved **savings of over \$350,000 CAD**.

## Education

- **Curatorship of Art (Modern), SKVOT, Warsaw / Online. Certificate 2024.**

Diploma in art asset management from exhibition marketing, artist contact, strategy, legal and financing, collaboration with private and government, NGO and institutions.

**Senior volunteer** in Modern Art Museum in Warsaw, 2024-2025.

- **Spiral Dynamics** theory of values and human needs, Warsaw, 2017.

- **Certificate Systems Analysis and Design** (Technology & Business Application) McGill University, Montreal, Canada, 2002.

- **BABOK Institute courses in Business analysis**, workflow mapping, processes analysis (business). Online and worldwide classes, 2004-2007.

- Diploma in **Social Sciences with mathematics / Architecture & Art studies** , Vanier College, Montreal, Canada, 2000.

## Interests

Explore self and the world through various mediums like travel, books, music, the arts or history.

Family time, nature observation, global travelling.



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