


Szabolcs Serflek

Senior PMO/Project Manager


SZABOLCS SERFLEK

 [profile](#)

EXPERIENCE

	NEXPERIA	February 2022 - January 2025
	Senior Program Management Officer	
	PMO, Project Mgmt, Resource Mgmt, Stakeholder Mgmt, Vendor Mgmt, QC, Change Mgmt, Training	
	<ul style="list-style-type: none">- Supported a key SAP S/4HANA program for global Business and IT Transformation: led planning, performed planning QC, played key role to develop/train program governance. Planning QC resulted in an average maturity increase of 2.2 (on a 0-5 scale) for the program.- Created program resource management process and tools in Excel with batch data input from MS Project, enabling forecasting overallocations for key resources.- Spearheaded Smartsheet implementation as key PPM tool for IT, developed KPI dashboards.	
	Tools: Smartsheet, MS Project, Jira, Excel, PowerPoint, Word, SharePoint, Miro	
	UNIQUA	June 2018 - February 2022
	Project Management Officer, Project Manager	
	PMO, Project Mgmt, Resource Mgmt, Stakeholder Mgmt, Vendor Mgmt, Change Mgmt, Training, BPI	
	<ul style="list-style-type: none">- Supported PMO as key user/trainer for CA PPM (a group level PPM tool) and by developing enterprise resource management process and tool in Excel.- Acted as PM for various projects, all successful: Nexon4 Payroll and HR system; Document digitalization process and system; Full telephony/contact center solution.	
	Tools: MS Project, CA PPM, Jira, Excel, PowerPoint, Word	
	KCH Bank	October 2013 - January 2018
	Senior Project Manager, Senior Organizational Advisor	
	Project Mgmt, Resource Mgmt, Training, BPI	
	<ul style="list-style-type: none">- Supported the setup of a customer and process excellence competence center: creating project resource mgmt. process/tool in Excel; performing PM training for 50+ key personnel.- Acted as PM for various projects, all successful: CRS international tax data exchange regulations; Complaint handling process review; Mortgage lending process review.	
	Tools: MS Project, Excel, PowerPoint, Word, SharePoint	
	MKB Bank	March 2006 - September 2013
	Senior Project Manager	
	<ul style="list-style-type: none">- Acted as PM for various implementation projects, all successful: HP PPMC; MasterCard PayPass; Microsoft Dynamics AX, ITIL v3 by HP Service Manager; Cisco videoconference.	

EDUCATION

 ELTE	EÖTVÖS LORÁND UNIVERSITY	June 1992
	Master of Science, Software Designer Mathematician	
	Computer Science, Software Design, Programming, Mathematics	

SKILLS

●●●●○ English	●●●●○ Project Mgmt	●●●●○ PMO	●●●●○ BPI
●●●●● Excel	●●●●○ Stakeholder Mgmt	●●●●○ Resource Mgmt	●●●●○ Change Mgmt
●●●●○ PowerPoint	●●●●○ Smartsheet	●●●●○ MS Project	●●●●○ Jira
●●●●○ SharePoint	●●●●● Documenting	●●●●● Training	●●●●○ Analytical skills