

ORSOLYA ISLIK

CAREER PROFILE

Experienced Freelance **IT project professional** with a proven track record in managing high-value full lifecycle **digital transformation** initiatives across a wide range of industries. Specialised in **large-scale cloud and enterprise platform implementations**—beyond any single technology, bringing a versatile, **transferable skill set** that accelerates delivery and creates structure in ambiguous, complex environments.

Proficient at aligning and **leading cross-functional, multi-regional teams, fostering stakeholder collaboration**, and **engaging confidently at all levels**—including C-suite.

Solution-focused professional adept at creating and executing **strategic plans**, building governance frameworks, and achieving **measurable, impactful outcomes**.

Now based in Hungary and open to travel or relocation. Looking to bring their expertise and leadership to new, challenging opportunities.

EXPERIENCE

Smart Consultancy-	OTP Bank HU, ITSM Program – International Stream Lead	2025 July - November
<ul style="list-style-type: none">Led the international delivery of a multi-country ServiceNow implementation (Croatia, Slovenia, Bulgaria, Moldova, Uzbekistan). Steering the program through considerable scope-expansion pressures while safeguarding delivery integrity, timelines, and regulatory alignment.Managed high-level executive communication and negotiation, including sensitive CISO assessments, C-suite steering engagements, and contract/financial negotiations covering change requests and delivery costs.Supported national bank approval processes and ensured alignment with key regulatory frameworks (including DORA and ECB), enabling compliant deployment and readiness for subsequent market rollouts.Established strong project governance, clear phase alignments, disciplined delivery routines, and maintaining transparency and momentum throughout the rollout.		
BearingPoint UK,	P2P Implementation Specialist	2024 project at Chanel - US roll out
<ul style="list-style-type: none">Managed project delivery for the US rollout, focusing on streamlining procurement and financial operations through SAP and Coupa system integrationsLed project teams across Europe and the US, ensuring compliance with local regulatory requirements and smooth integration into legacy systemsOversaw system customization and configuration, aligning global business requirements with local needs, contributing to improved system efficiencyActed as the key liaison between clients and technical teams, ensuring smooth communication, prompt issue resolution, and delivering projects on time and within budget		
The Hackett Group US,	P2P Delivery Lead	2023 project at BCG – Global Template - Pilot
<ul style="list-style-type: none">Led the implementation of Coupa solutions for clients in diverse regions, ensuring a seamless pilot roll-out and optimized procurement functionsCoordinated cross-regional efforts, working with teams from the UK, India, and the US to implement Coupa P2P, CLM, SIM, and Sourcing solutions, driving significant improvements in the procurement cycleDirected project delivery with a focus on client relationship management and change management, reducing resistance to new processes and accelerating user adoption		
OLX DE, Product Owner – P2P Implementation	2022– 2023	project LATAM roll out
<ul style="list-style-type: none">Collaborated with internal teams and third-party providers across Germany, the UK, LATAM, Romania, and the Philippines, ensuring timely execution of BAU updates and driving operational efficiency improvementsNegotiated change requests with the implementation partner, achieving alignment with business requirements and timely delivery of quality solutionsDeveloped and optimized operational workflows, driving performance improvement and resolving key audit points to streamline operationsEstablished and maintained relationships with the Business Service Centre to eliminate issues and enhance business performance		

Sanofi FR, Digital Integration Team Lead – SAP & Coupa 2021 -2022 carve out project

- Led the integration of transactional systems, overseeing key processes such as GR, PO, PO tax code retrieval, and invoice processing across global platforms to ensure compliance and efficiency
- Managed and improved end-to-end integration for SAP, Coupa, and VIM, contributing to improved transactional accuracy and reduced processing times
- Collaborated with global teams, including BE, PT, ES, CA, and LATAM, ensuring integration met functional and technical specifications
- Directed 3rd-line support, troubleshooting and resolving complex system issues, maintaining consistent system performance and business continuity

Deloitte CH – Santen, Senior Delivery Lead- Remote 2020 -2021 project

- Oversaw the successful Coupa roll-out for 15+ countries across Europe (Italy, France, Germany, Spain, UK, Nordic, and CIS regions) and Asia (Japan)
- Led a team of 6 across multiple regions in Europe and Asia, implementing Coupa P2P, CLM, SIM, and Analytics, to increase procurement efficiency through process standardization and automation
- Coordinated with cross-functional teams in EU, Japan, Switzerland, and China, ensuring alignment of project goals, timelines, and deliverables
- Delivered critical workshops and executive-level presentations, securing stakeholder buy-in and resolving complex project issues
- Presented change requests to clients, ensuring alignment with goals and addressing scope adjustments with clarity and precision

Rolls-Royce UK, Global Process Owner - Derby 2019– 2019 project

- Spearheaded the VIM and Coupa implementation for global procurement processes, overseeing projects across Europe, North America, and Asia, delivering dynamic solutions that aligned with strategic business goals
- Streamlined invoice processing, contributing to reduction in processing times and increased operational accuracy
- Negotiated change requests with the implementation partner to align system configurations with evolving business needs
- Built and maintained positive relationships with Finance, Procurement, and IT teams, ensuring consistent alignment and successful implementation of process improvements across the organization

ExceleratedS2P UK, SAP/Coupa Solution Architect - Remote 2014 -2018 various projects

- Played a pivotal role in the implementation of SAP/Coupa solutions for global procurement transformations, driving value through technology optimization and process improvements
- Led process improvement initiatives that resulted in optimized Source-to-Pay operations, increasing client savings through efficient procurement processes and supplier enablement
- Delivered Blueprinting and Designs for global template implementations, collaborating with cross-functional teams and third-party vendors to meet client goals

BANKING & PAYMENTS INDUSTRY EXPERIENCE

Early in my career, I gained hands-on experience in the bank card and electronic payments industry, supporting banks and financial institutions with outsourced card operations. My work included end-to-end services under Visa and Mastercard schemes, reconciliation between institutions, Y2K readiness, early chip card implementation, and becoming a go-to for core systems like VISA BASE. This background gave me a practical understanding of card scheme operations, interbank processing, and the operational realities behind payment ecosystems

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| • Giro Bankcard Ltd | 1y |
| • ABN-AMRO Bank Hungary | 3y |
| • GENERAL BANKING & TRUST | 4y |

EDUCATION

BSc Degree in Business Information Systems & Accounting– Budapest University of IT and Economics – Hungary

Chartered Banker - Chartered Banker Institute – Hungary

CERTIFICATIONS

CIPS	SAP S/4HANA in Procurement
Prince2	SAP SRM Server Configuration
Coupa	Modelling Business Processes

SOME NOTABLE PROJECT EXPERIENCES

KCA (Oil & Gas)

BP (Oil & Gas)

Santen (Pharmaceutical)

Sanofi (Pharmaceutical)

Rolls Royce (Aerospace, Defence)

Honda (Automotive)

Johnson Matthey (Automotive)

Nomad Food (Food)

Chanel (Retail)

LLX (Retail)

M&S (Retail)

Knight Frank – (Property)

Mitie (Property)

Mouchel (Infrastructure)

The Global Fund (Charity)

BCG (Consultancy)