

Leading IT to efficiency

SUMMARY

IT leader, service management expert with solid – more than ten years of - leadership experience gathered at the world's leading automotive organization - Porsche. Ready to take new challenges to support your business achieving its' goals and improving organizational efficiency by experience and skills like business awareness and achieving cost efficiency of outsourced and internal IT services, vendor management, proven track of service mind-set, fluency in English, intermediate German and Russian.

ACHIEVEMENTS

„... integrated fast and successfully into the organization winning the respect of colleagues both in professional and human aspect. Performed outstandingly right from the first months”

Miklós Cserfai, director of finance, HBPC

„Miklós is an open minded and structured thinking IT leader. He is open to applying new technologies ... risk aware and empathic ... responsible decisions on medium and large scale too . ”

**Arthur Keleti, IT Security Strategist
T-Systems Main organizer at ITBN**

- In 2016, planned and managed to succeed the IT part project for ISO14298 compliance. Improved services implementing 3rd level support.
- In 2015, contributed the management team having the exciting goal of composing HBPC's company culture compass and culture change programme
- In 2014 **implemented ITIL compliant service management**, transparent, accountable and **controlled SLA** of internal IT services. **Saved 70% of costs of Internet connection and wired, radically improved SLA and tripled bandwidth.** Managed the implementation of new storage and backup system and **printing optimization** to save **60%** of related costs.
- In 2013 managed an **infrastructure modernization project with server and desktop virtualization.. Achieved 50+% cost saving on mobile communications.**
- In 2012, managed to **cut the costs of mobile communication by more than 55%** for the Porsche group and its dealers.
- Implemented a complex service of country wide VPN and managed to keep the **availability** of end points over 99.5% monthly –**100% for the central services** during a whole decade. Kept the costs decreasing while extending services providing the dealer network with solid platform for uninterrupted access to the centralized system.
- Established and improved the ITIL compliant service management that performed **outstanding in 84%, well in 13%** according to the results of a user satisfaction survey in 2012.

SKILLS

- **Innovative, disruptive ideas:** I took significant part of evolving new services, **introduction of innovations** - , beyond the usual clichés.
- **Reliable vendor and service provider management:** most of Porsche Hungaria IT's service and underpinning contracts were authored by me, tendering and selection of service providers was mostly my responsibility. Reliability was essential to be appointed to deputy IT manager and to CISO.
- **Loyalty and alignment with business:** faithful to Porsche culture, I represented the interests of the company, with unquestioned loyalty.
- **Generative leadership and leading improvement:** I developed in my subordinate managers and colleagues autonomy encouraging their ideas and responsible decisions.
- Solving problems and disputes: instead of impulses and defeating each other I promote win-win solutions focusing to the final goals and results.

PROFESSIONAL EXPERIENCES

2013 - ... Hungarian Banknote Printing Company**Budapest***07/01/2016 – IT expert**06/01/2013 – 06/30/2016 IT manager*

- Optimized office printing saving 63% TCO
- Cut costs of wired and mobile communication, office printing by 60+% improved SLA's by optimized and modernized services
- Implemented ITIL based IT service management
- Run a successful infrastructure modernization, server and desktop virtualization project – private cloud with VPN and MDM

„... talent and experience ... I personally like his passion and honesty extended with assertive management skills.”

**Harold Teasdale, manager,
Symantec Hungary and Slovenia**

„Miklos is an excellent IT expert, proved his business knowledge during the last 10 years by the biggest Hungarian car wholesaler. As he is a real team player, I can strongly recommend him for all the positions he is applying for.”

Pál Antall, CEO, Porsche Bank Zrt.

Porsche Group Budapest

*2001 to 2012 : Head of department, IT Services,
Porsche Hungaria*

- IT infrastructure (local and wide area network, Internet and multinational corporate network access, central servers and client machines, wired and wireless telephony) provided to about 3000 users.
 - As a parallel function, worked also as the CISO of the company. I implemented the information security management system that complied with the requirements of providing IT services to Porsche Financial Group.
 - Managed value added services VPN, PorscheNet from the original idea via permanent improvement as service manager
- Designed and developed most of the publication and workflow Lotus Notes applications of the company.

QUALIFICATION

Óbuda University
Kandó Kálmán Faculty of Electrical Engineering
Electrical engineer.

CERTIFICATIONS AND TRAININGS

ITIL Foundation, Manager - Service Delivery, Service Support
Project management
Management skills training by Explosive Consulting
Management coaching by Consero Consulting

LANGUAGES

English – Fluent, outstanding TOEFL
German - intermediate
Russian – intermediate
Hungarian - native

SOCIAL RESPONSIBILITY

Dévai Szent Ferenc Foundation – volunteering supporter
Gallavölgyi egyházközségek – parish commissioner,
Operating democracy: member at elections' committee