Piotr Palmowski

Senior Project Manager | Scrum Master | Agile Leader

LinkedIn Profile: Link | Portfolio webpage: palmowskipm.pl
Wrocław, Poland | piotr@palmowskipm.pl| +48 690302082

Adept Project Manager with over seven years of experience in driving complex projects to successful completion within diverse industries, including finance, technology, and healthcare. Proficient in Agile and Waterfall methodologies, adept at leading cross-functional teams, managing risks, and ensuring compliance with industry standards. Skilled in stakeholder communication and team leadership, with a track record of delivering projects on time and within budget.

KEY SKILLS

- Project Management (Agile, Scrum, PRINCE2, Waterfall)
- Business Analysis, Requirements Gathering, Vendor Management, Stakeholder Communication, Risk Management
- Leadership, Team Building, Cross-functional Collaboration
- JIRA, Confluence, Microsoft Project, Azure, Office 365

PROFESSIONAL EXPERIENCE

Sii Poland | 02.2021 – till now
SENIOR PROJECT MANAGER / Scrum Master – Infront | 10.2024 – 30.07.2025

Project: Implementation of Dora compliance and Kafka-based data streaming for market data within a regulated financial environment.

Scope of responsibility:

- Led the implementation of Dora compliance and Kafka-based data streaming for market data
- Facilitated agile flow rituals including release management and Jira workflows, driving seamless team collaboration.

Skills: Scrum Methodology, Waterfall, Change Management, Leadership, Risk Management, Team Management,
Key Results: Successfully Kafka implementation inside company infrastructure including Dora compliance.

SCRUM MASTER – NLB Bank Website Redesign | 10.2023 – 07.2024

Project: Redesign of www.nlb.si to enhance user experience, performance, accessibility (WCAG 2.0 AA), and digital sales capabilities in cooperation with Renderspace.

Scope of responsibility:
- Established and facilitated all agile flow rituals while optimising team workflows for efficiency.
- Managed JIRA board setup and ongoing maintenance to support project tracking.

-   Cultivated effective communication processes between Sii and Renderspace teams to foster collaboration.
-   Supported the development of project roadmaps and risk mitigation strategies,
-   Prepared structured Confluence project documentation and led release planning initiatives.

Skills: Team building, Scrum Methodology
Key result: Increased customer lead conversion by 35%; reduced page load time by 45%; significantly improved user NPS and accessibility scores.
New bank web site: www.nlb.si

SENIOR PROJECT MANAGER FOR CREDIT SUISSE | 01.2022 – 07.2023

Project: Led implementation of Tessian AI platform to enhance detection of phishing attacks and mitigate sensitive data loss. Worked with global cybersecurity teams to deploy NLP-based threat detection models across 3 continents.

Scope of responsibility:

-   Conducting project planning and continuously updating the project plan
-   Preparing reports statistics and escalation if needed for business and stakeholders
-   Coordinated cross-site implementation efforts with the cybersecurity team

Skills: Machine learning, AI, communication skills, Leadership, Risk Management, Project Management
Key Results: Decreased phishing incidents by 60% in pilot phase; scaled deployment to 3 global regions post-success

SENIOR PROJECT MANAGER FOR HSBC | 02.2021 – 09.2021

Project: Creation of a responsive web and mobile platform for B2B and B2C banking users to facilitate online account opening and service access.

Scope of responsibility:
-   Performing the role of Project Manager / Scrum Master - Driving all agile flow rituals
-   Preparing reports for business and stakeholders

Skills: Team building, Scrum Methodology
Key Results: Decreased phishing incidents by 60% in pilot phase; scaled deployment to 3 global regions post-success.

AVENGA
PROJECT MANAGER / SCRUM MASTER FOR ROCHE | 02.2020 – 12.2020

Project: SVM Oracle Support Vector Machine

Scope of responsibility:
-   Developed, maintained, and updated the project plan, aligning tasks and timelines with organizational objectives
-   Acted as a communication bridge between the technical team and business stakeholders,
-   Facilitated agile flow rituals including release management and Jira workflows,
-   Identified project risks and implemented mitigation strategies in collaboration with stakeholders

Skills: JIRA, Confluence, ITIL, Microsoft Project, Scrum Methodology,
Key Results: Ensured consistent sprint delivery cadence; improved cross-team collaboration efficiency; enabled on-time release of key project deliverables under tight stakeholder expectations

QIAGEN
SOFTWARE DEVELOPER PROJECT LEAD | 08.2018 – 09.2019

Project: Development of NGS (Next Generation Sequencing) platforms, including Symphony and RGAM, aimed at automating diagnostic workflows and integrating lab devices into cloud-based ecosystems.

Scope of responsibility:
- Led cross-functional team consisting of developers, QA, and hardware specialists to deliver new features
- Managed backlog priorities, sprint execution, continuous delivery planning based on business value
- Coordinated efforts across departments including Product Management, QA, Service, and Procurement to align delivery with compliance and go-to-market requirements
- Oversaw documentation, testing protocols, and change control procedures in line with medical regulations (FDA)

Key Results: Passed Enabled integration of QIAsymphony SP into end-to-end diagnostic workflows; reduced test preparation time by 30%; delivered multiple production releases with full compliance documentation and audit readiness.

IBM GSDC Poland
PROJECT MANAGER / TECHNICAL PROJECTS | 12.2014 – 03.2018

Project: Internal IBM initiatives including change management, infrastructure automation, and pilot implementation of AI-enhanced support tools across enterprise clients.

Scope of responsibility:
- Designed and maintained project plans, timelines, and stakeholder communication strategies
- Facilitated weekly reporting to program managers and internal clients on progress, blockers, and KPIs
- Spearheaded AI pilot for automated incident classification, leading cross-team collaboration on implementation and training data models
- Ensured change processes followed ITIL best practices and IBM's global compliance standards
- Coordinated work between delivery centers and client support teams in multi-timezone environments

Skills: Microsoft Project, Agile Methodology, ITIL, Project Management, Change Management, Microsoft Outlook

Key Results: Reduced mean response time to incidents by 50%; AI pilot scaled to 3 business units after successful test phase; improved SLA adherence to 90%+ across monitored systems.

EDUCATION

Post-graduate studies

The Silesian University of Technology | 2003 – 2004
Field of study: Computer Network
Specialization: Microcomputer Systems and Database

Master of Engineering

Częstochowa University of Technology | 1998 – 2003
Field of study: Material Engineering Process and Physics
Specialization: Engineering Management

CERTIFICATES & COURSES

- Elements of AI - https://www.elementsofai.pl/
- Introduction to Artificial Intelligence
- Scrum Fundamentals Certified | SCRUMstudy - Accreditation Body for Scrum and Agile 937937
- IBM Associate Project Manager | IBM
- Project Management Fundamentals PM10G | IBM Czech Republic
- ITIL v3 Foundation | QC5DUS53B9
- Agile Foundations
- Scrum Fundamentals CertifiedScrum Fundamentals Certified SCRUMstudy - Accreditation Body for Scrum and Agile
- Initial and Ongoing Processes in a Prince2 Aligned Project
- PRINCE2 Practicioner

FOREIGN LANGUAGES

- English – Advanced C1 (business level communication)

OTHER SKILS:

- Driver licence B category

PASSIONS & HOBBIES

- Photography: www.pexels.com/@piotr-palmowski-2335621/
- Sneakers – collecting and renovation: www.instagram.com/mister_newba_lans/
- Traveling
- Cardboard model making
- Sport: Football, Gym