

Piotr Palmowski

Project Manager | Delivery Manager | Agile Practitioner

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Professional Summary

Delivery and Project Manager with 10+ years of experience in coordinating software and design development across finance, banking, healthcare, and technology sectors. Strong expertise in managing budgets, scope, and timelines, building and maintaining client relationships, and leading end-to-end delivery processes. Proven ability to act as the main point of contact for clients and stakeholders, remove impediments, and ensure delivery success. Experienced in Agile delivery methodologies, task management (Jira, Linear, Confluence), stakeholder engagement, and optimizing delivery frameworks. Recognized for ownership, proactiveness, openness to feedback, and continuous improvement mindset. Fluent in English and Polish (C1).

Key Skills

- Coordination of software & design development (internal & external teams)
- Client relationship management & stakeholder engagement
- Budget, scope, and time management for software delivery projects
- End-to-end delivery leadership; scaling processes; continuous improvement
- Agile delivery methodologies: Scrum, Kanban, Hybrid
- Project tools: Jira, Confluence, Linear, MS Project, Miro
- Writing & managing tasks; backlog prioritization
- Removing impediments; motivating teams; building accountability
- Clear communication; main point of contact for clients & stakeholders
- Remote collaboration; proactive and self-driven leadership

Professional Experience

Senior Project Manager / Scrum Master – Infront (Sii Poland)

10.2024 – 07.2025

- Coordinated software development for Kafka-based streaming and DORA compliance.
- Acted as primary client contact; managed scope, budget, and time to ensure delivery success.
- Removed impediments, managed tasks in Jira, and optimized delivery frameworks.
- Built and maintained client relationships with proactive communication and transparency.

Key Results: Delivered Kafka solution with 100% compliance and production readiness. Strengthened stakeholder trust through structured reporting and governance routines.

Scrum Master – NLB Bank Website Redesign (Sii Poland)

10.2023 – 07.2024

- Led Agile delivery of www.nlb.si redesign focusing on UX, accessibility, and sales performance.
- Maintained Jira boards; wrote and managed tasks; facilitated planning, reviews, and retrospectives.
- Oversaw collaboration with vendor Renderspace, aligning internal and external delivery teams.

Key Results: Customer lead conversion increased by 35%. Page load time reduced by 45%, achieving WCAG 2.0 AA compliance. Stakeholder satisfaction improved with transparent delivery updates.

Senior Project Manager – Credit Suisse (Sii Poland)

01.2022 – 07.2023

- Directed global cybersecurity/ICT project implementing Tessian AI phishing detection platform.
- Coordinated tasks across 3 continents; managed budget, scope, and reporting.
- Maintained strong stakeholder engagement with Project Board and C-level managers.

Key Results: Phishing incidents reduced by 60%. Scaled solution delivery across EMEA, APAC, and Americas. Governance and reporting templates standardized across projects.

Senior Project Manager – HSBC (Sii Poland)

02.2021 – 09.2021

- Managed design and software development for a new B2B/B2C digital banking platform.
- Took ownership of scope, budget, and timeline; aligned technical and business requirements.
- Removed blockers, facilitated Agile rituals, and maintained stakeholder communication.

Key Results: Account opening process streamlined, reducing onboarding time by 40%. Increased online adoption by 20% in the first quarter post-launch. Improved reporting accuracy, reducing SLA deviations by 35%.

Project Manager / Scrum Master – Roche (Avenga)

02.2020 – 12.2020

- Oversaw Oracle SVM software development project end-to-end.
- Maintained project scope, timeline, and documentation while supporting Agile delivery.
- Removed impediments and supported cross-team collaboration across business and IT.

Key Results: Delivered project on time and within budget. Retrospective-driven improvements reduced delivery risks.

Software Developer Project Lead – Qiagen

08.2018 – 09.2019

- Coordinated lifecycle of Next Generation Sequencing (NGS) software development projects.
- Managed tasks and priorities; aligned design and development teams with compliance requirements.
- Oversaw reporting, documentation, and change control in regulated environments.

Key Results: Multiple releases delivered with full compliance documentation. Automation improved testing coverage by 40%. Release cycles shortened by 25% with process improvements.

Project Manager – IBM GSDC Poland

12.2014 – 03.2018

- Managed ICT projects including automation, AI-based tools, and internal delivery platforms.

- Took ownership of scope, budget, and time; delivered project documentation and reports.
- Facilitated collaboration across distributed teams; removed impediments to progress.

Key Results: Mean incident response time reduced by 50%. AI pilot successfully scaled to 3 business units. SLA adherence improved to over 90% across supported systems.

Education

- Post-graduate studies – Computer Network (Microcomputer Systems & Database), Silesian University of Technology
- Master of Engineering – Material Engineering Process & Physics (Engineering Management), Częstochowa University of Technology

Certificates

- ITIL v3 Foundation
- IBM Associate Project Manager
- IBM Cognitive Practitioner
- IBM Design Thinking Practitioner
- Scrum Fundamentals Certified (SCRUMstudy)
- Agile Foundations
- Elements of AI

Languages

- English – Fluent (C1, business level)
- Polish – Native

Hobbies & Passions

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