KLAUDIA BOSAK

Business, Transformation & Operations Leader

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“I bring structure to complexity, uniting people, processes, finance and technology with an intuitive sense for brand, aesthetics and human psychology, to deliver lasting results.”

Executive Profile · Core Impact

— **Engineering & Technology:** Scientific rigor and systems thinking that turn complexity into clear decisions.

— **Operational Delivery:** Connecting technology, operations and business priorities to deliver lasting value.

— **People Leadership & Culture of Trust:** Aligning stakeholders and building accountable teams that thrive under pressure.

Professional Experience

Service Delivery Manager · Atos Group for Worldline Mar 2025 — Jul 2026

French market · Worldline

- **Leadership & delivery:** Led 30–50-person teams; owned SLA/KPI delivery for Worldline on the French market; worked with ITIL in IT service management.
- **Retention & negotiation:** Retained ~10 specialists, avoiding estimated bench costs of ~130k PLN/month; opened 6 vacancies despite a 3-year recruitment freeze.
- **Culture of trust:** Built a culture of trust and aligned client and team priorities, supported by the Enneagram.

Project Manager · Eviden for NS&I & HM Treasury Oct 2022 — Feb 2025

UK market

- **Budgets & finance:** Managed T&M budgets £30k–£500k; co-led a £3M Fixed Price project with a Senior Manager. Estimates, client presentations, burn-rate, revenue and margin control.
- **Release decisions & risk:** Led 2 parallel migrations to Microsoft Azure for critical UK banking (NS&I / HM Treasury), 3/6/12-month cycles; formal Go/No-Go, abort and rollback decisions, justified to the client.
- **Process automation:** Unblocked Service Acceptance and delivered awarded reporting automation with pivot tables.

Professional Experience · continued

Project Coordinator · Atos for NS&I Sep 2021 — Sep 2022

UK market

- **Delivery coordination:** Coordinated delivery and onboarding; introduced Kanban, clear role ownership, decision summaries and dashboards adopted by other leaders.
- **Career progression:** Promoted from QA in Sep 2021.

QA Engineer · Atos for NS&I Mar 2021 — Aug 2021

- **Mobile banking quality:** Stabilised test environments and optimised mock data for iOS/Android mobile banking; automated testing. Promoted to Project Coordinator in Sep 2021.

QA Engineer · Nokia Aug 2019 — Feb 2021

- **Telecom technology:** Quality engineering for 5G NR, 4G LTE and 4G/5G Dynamic Spectrum Sharing (DSS).

Brand & Product Development Specialist · URBAN SPA Aug 2018 — Aug 2019

- **Brand & product:** Developed a private-label brand concept and cosmetic formulations with specialists and directors; contributed to the brand website.

Researcher · Wrocław Research Centre EIT+ Nov 2014 — Aug 2018

- **Scientific research:** Researched semiconductor nanostructures, quantum dots and exciton complexes using spectroscopy.

Education

M.Sc. Eng. — Technical Physics (Nanotechnology) Mar 2018 — Jul 2019
Wrocław University of Science and Technology

B.Sc. Eng. — Technical Physics (Nanotechnology) Oct 2014 — Feb 2018
Wrocław University of Science and Technology

Credentials, Languages & Tools

CERTIFICATIONS

AgilePM Foundation · SAFe Scrum Master · ISTQB Certified Tester · ASA – Systems & Automation

LANGUAGES

Polish — Native · English — C2 / bilingual work environment · Russian — Intermediate · Italian — Elementary

TOOLING

Microsoft Azure · ITIL · Jira · Confluence · MS Project · Advanced MS Excel · Miro · Slack · Teams · systeme.io · Canva · CapCut · Generative AI

Beyond the Role

Nanaya · Founder & Brand Director 2022 — Present
Brand creation and end-to-end delivery of workshops, bodywork, yoga, dance and 1:1 sessions.

Eterna Estate · Creative Manager 2025 — Present
Home staging and apartment design; interior styling, photo shoots and property marketing materials.

Team Sport, Dance & Stage 2005 — Present
Handball and volleyball since 2005; dance and stage since 2019 — discipline, composure and teamwork.