

GERGELY GÁL



PERSONAL DATA:

Nationality: Hungarian
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EDUCATION, QUALIFICATIONS:

2007 – 2008 **Quality Manager / Quality Engineer,**
Technical University of Budapest, Postgraduate Faculty

1995 – 2002 **MSC IT,**
ELTE University, Faculty of IT (without final exam)

1989 – 1992 **BSC Electrician Engineering,**
Collage of Electrician Engineering Kálmán Kandó

EMPLOYMENT HISTORY:

2013 – **Senior consultant**
Vialto Consulting

2013 – 2013 **SAP migration project manager**
Hungarian National Asset Management Inc.

2009 – 2013 **IT project manager, IT security expert**
Guido Project Ltd.

2006 – 2009 **Senior Information Security and Quality Manager**
Invitel Telecom Inc.

2004 – 2006 **SOX and Quality Manager**
HTCC / Hungarotel Inc.

2000 – 2004 **BPR and Quality Manager**
PanTel Inc.

1998 – 2000 **Acquisition and Quality Manager**
Micro-Top Ltd.

1995 – 1998 **Teacher of IT**
Bilingual Secondary School János Bókay Budapest

1992 – 1994 **Audio Engineer**
Hungarian Radio

KEY COMPETENCES:

Key competences:	IT project management, support of implementation, BPR, process organization and development, business efficiency development, Data-migration and data cleaning, Business and request analyses, IT support and migration management, Development and operation of Quality Management Systems, Development and operation of Environmental Management Systems, Development and operation of Information Security Management Systems, IT risk management, BCP / DRP development and testing
Sectors:	Telecom / ICT Quality and Process Management /BPR IT Project and Risk Management Organization Management Bank / Finance sector Public sector

PROFESSIONAL EXPERIENCE:

2018 February –	Hungarian Heritage House, execution of developed IT strategy – Project Manager and Professional Leader Mid-long term execution of developed IT strategy of Hungarian Heritage House – action planning, risk management, development of IT system elements, development of system documentation and regulatory documentation, execution of communication and training tasks according to strategy execution. (Public sector) Budapest, Hungary
2017 December– 2018 February	Hungarian Heritage House - Review of the information and camera system of the building „Budai Vigadó” in accordance with ongoing reconstruction work - information security support Risk mapping and assessment of IT system of Hungarian Heritage House “Budai Vigadó” building in accordance with its reconstruction work – physical security, security system element planning, definition of security zones, design of a fire protection system, radio frequency coverage, legal compliance of camera system development – risk evaluation and assessment, action planning for risk management. (Public sector) Budapest, Hungary
2017 August – 2017 November	Hungarian Heritage House, Development of IT Strategy - Project Manager and Professional Leader Development of realistic IT strategy for Hungarian Heritage House in accordance with operating IT environment: mapping and evaluation IT environment, risk identification and assessment, action planning for high level risks. Definition of and documentation of strategy mission and vision, identification and evaluation of realistic roadmaps, detailed description of selected methodology to achieve defined goals.

- (Public sector) Budapest, Hungary
2017. August –
2017. November
- Hungarian Post, Supporting the Transformation of Testing Processes**
- End-to-end review and documentation of IT development process, recording pain points and defining root causes. Performing GAP analysis between AS-IS status and best practice, formulating development suggestions for testing processes, organization, principles of operation, designing test environment, maintenance, and automated testing. Making of an implementation plan and proposals for changes in the valid regulatory environment of the Hungarian Post.
- (Public sector) Budapest, Hungary
2017. April –
2017. August
- Professional consultancy in Learning and Development strategy development of BT ROC**
- Working as lead consultant in the implementation of Learning and Development strategy of BT ROC according to global BT strategy, workshop preparation, facilitate, support and document. Workshop review of LnD action planning in accordance with strategy. Professional support of strategy action execution.
- (Shared Service Center and Telecom) Budapest, Hungary
2017. April -
2017. May
- Professional lead and Project Manager of Business Initial Training Course in IAESTE Hungary (The International Association for the Exchange of Students for Technical Experience)**
- Project Manager, professional leader and presenter of Business Initial Training Course in IAESTE Hungary- including education of organization strategic, business process, IT systems and Customer Experience topics.
- (Education) Budapest, Hungary
2017. January -
2017. May
- Professional lead of End to end process BPR and strategy update projects of BT ROC**
- Development of E2E process mapping and pain-point based Complex Account Playbook for BT ROC. Implementation of Playbook for new complex account projects.
- Preparation, facilitate support and documentation of redesigning workshop of five main pillars of BT ROC strategy. Workshop review of action planning in accordance with strategy. Professional support of strategy action execution.
- (Shared Service Center and Telecom) Budapest, Hungary
2016. October -
2016. December
- Professional lead of Customer experience base BPR (CxBPR) project of BT ROC Hungary**
- End-to-end process mapping, definition, documentation and performance of CxBPR of BT ROC - including internal pain point, customer touchpoints internal and external KPIs and customer SLA. Process validation through end-to-end organization workshops. Action planning and action follow-up according to detected problems.
- (Shared Service Center and Telecom) Budapest, Hungary
2016. October -
2016. December
- Professional lead and Project Manager of Business Initial Training Course in Management Academy of Budapest Technical University**
- Project Manager, professional leader and presenter of Business Initial Training Course in Management Academy of Budapest Technical University - including edu-

- cation of organization strategic, business process, IT systems and Customer Experience topics.
(Education) Budapest, Hungary
2016. March – **Professional lead of Business Readiness subproject of Asset Management System implementation project**
2016. September
- Professional lead of Business Readiness subproject, including business request and CR management, fine tuning system implementation against business expectations, bug and CR management. Lead business change management with overall training and communication program of the project in T-Systems Magyarország
(Telecom) Budapest, Hungary
2015. October - **Professional lead and PM of Change Management subproject of Asset Management System implementation project**
2016. March
- Professional lead of Asset Management System implementation project of T-Systems Magyarország. Change Management activities and PM of CM subproject of Asset Management System implementation project.
(Telecom) Budapest, Hungary
2015. September - **Professional lead Project Management Course of Management Academy of Budapest Technical University**
2015 December
- Professional leader and presenter of Project Management course of Management Academy of Budapest Technical University.
(Education) Budapest, Hungary
2015. August - **Professional lead and facilitation of Design Board of Asset Management System implementation project**
2015 December
- Professional lead and facilitation of end-to-end bug and issue management system (Design Board) of Asset Management System implementation project of T-Systems Magyarország. Structured issue management operation including vendor change request management.
(Telecom) Budapest, Hungary
2015. May - **Fine tuning and finalization of asset management processes, GAP analyses between regulatory documentation, process definition and system development.**
2015. August
- Completing FMO asset management processes of T-Systems Magyarország. Performing GAP analyses between regulatory documentation, process definition and system development, documentation of deviances. Definition of processes for interim operation. Presentation of processes and facilitate process validation.
(Telecom) Budapest, Hungary
2014. November - **Service Operation process re-definitions**
2015. May
- Understanding as-is service operation processes of T-Systems Magyarország, mapping and documentation. Understanding requirements of service operation activities and operation of selected IT ticketing system. Performing GAP analyses. Definition and documentation of FMO processes of service operations with integration mapping to asset management and other IT systems. Presentation and education of FMO processes. Definition of FMO organization. Performing detailed process

- definitions. Project management.
(Telecom) Budapest, Hungary
2014. May – 2014. December **Professional support of Business Continuity Management system development**
Mapping and development of Business Continuity and Crises Management processes of AVIS BUDGET (EMEA) Group. Define BCM methodology and workaround processes, development of communication strategy and supporting documentations. Testing and education.
(Shared Service Center and BCM) Budapest, Hungary
2014. May **Process definition of end-to-end web shop system operation**
Mapping, optimization and documentation of DADU Luxe web shop systems according to BPMN methodology. Performing SWOT analyses and detect and define inconsistencies and development ideas.
(IT) Budapest, Hungary
2014. March - 2014. July **Development and documentation of Asset Management processes**
Re-design of asset management processes of T-Systems Magyarország, definition of FMO processes in order to support the IT system selection. Documentation of processes in ARIS environment. Presentation and facilitate professional process validation workshops.
(Telecom) Budapest, Hungary
2014. March – 2014. April **IT survey for Institute for Transport Science Non-profit Ltd.** – Methodology survey of financing of public bus transportation for 2013 – IT system survey and request management – business architect, IT project manager
(Transportation), Budapest, Hungary
2014. January – 2014. March **Development of desktop / peripheries operation model for National Information Ltd.** – GAP analyses, process development and fine tuning, definition and request management of IT systems – Project manager
(Public sector), Budapest Hungary
2013. November – 2014. January **National Law Register website re-design, functional development, system planning and design** - business architect, IT project manager
(Hungarian Official Journal Publisher), Budapest Hungary
2013. October – 2013. December **Field re-vitalization project, BPR and organization changes of telecom division to field concept for National Information Ltd.** - process redesign, system request and requirement specification - Project manager
(Public sector), Budapest Hungary
2013. March – 2013. October **SAP implementation project for Hungarian National Asset Management Inc. with data migration** of 560M assets from different (mostly Oracle based) IT systems – managed migration project, develop, implement and migration strategy, negotiate with system suppliers and fine-tune migration work to SAP implementation project in time-line and strategy level - Project manager

- (Public sector), Budapest Hungary
2012. December – **Development of process and system architecture** of MoHu system of National Info-communication Ltd. (NISZ) – definition of system architecture, set integration points between central system and other public system of NISZ. Preparation of full system documentation – business architect and project manager
2013. March
(Public sector), Budapest Hungary
2011. October – **ERP re-definition and process analyses and BPR** and documentation in VISIO; ERP selection – BPR expert, project manager
2012. May
(Public sector), Budapest, Hungary
2011. August – **BPR of financial processes, development of cash-flow reporting system** in Visual Basic + Oracle SQL – IT project manager
2011. December
(Telecom), Budapest, Hungary
2010. - 2011. **IT Risk management of corporate server hosting activity, ISO 27001** (Information Security Management System) implementation – Project manager and consultant - Consultant and project manager
(Bank sector), Budapest, Hungary
2010. May – **Disaster Recovery Plan and Business Continuity Plan development and testing** -
2010. July
Consultant and project manager
(Telecom), Hungary
2009. – **ISO 27001 (Information Security Management System) implementation project** –
2012. December
definition of risk management, incident management, ISMS processes, workshops and interviews, documentation of ISMS policy, processes, definition of preventive and corrective actions, internal audits - Consultant and project manager
Invitel Inc. (Telecom), Budaörs, Hungary
Dataneum Inc., (Telecom), Budapest, Hungary
2007. February – **229/2008 Government Decree compliance project** – process documentation in
2009. February
ARIS - Consultant and project manager
(Telecom), Hungary
2007. November – **Process mapping and documentation of “Organizational and Operational Rules”** -
2008. January
Documentation, interviews and workshops, process documentation in VISIO - Consultant
(Telecom), Budapest, Hungary
2006. – 2013. **Operation of ISO 27001 on Information Security Management System**, internal audits - review of documentation, risk management, incident management, review and correction of documentation system - Consultant and project manager
Sigma Automotive (content development), Goteborg, Sweden
SIGMA Group (Kudos) (content development), Stockholm, Goteborg, Malmö, Vaxjö, Karlskrona, Karlstad, Sweden Kiev, Ukraine; Peking, Shanghai, China, Budapest, Debrecen, Hungary; Grenoble, France
Invitel Inc. (Telecom), Budapest, Hungary

- Dataneum Inc. (Telecom), Budapest, Hungary
2004. – 2006. **SOX (Sarbanes Oxley Act 404 §) based Risk Management System implementation**
Process mapping, risk mapping, IT risk mapping, auditing, test planning, testing, support of IT audit, support of SOX audit - in cooperation with Ernst & Young and Noreg Ltd. – Internal project manager
(Telecom), Hungary
2003. – **Process re-organization, development and implementation of Quality Management System** –based on ISO 9001 standards. As-is process review, definition of improvements, workshops and interviews, documentation of quality policy, quality processes, definition of preventive and corrective actions, internal audits – Consultant and project manager
DefTec Europe (managed services), Budapest, Hungary
DTC Europe, Budapest, Hungary
SDI Global Solutions (content development), Budapest, Hungary, Durham, NC USA, Helsinki, Finland, Bangkok, India
Sigma Automotive (content development), Goteborg, Sweden
SIGMA Group (Kudos) (content development), Stockholm, Goteborg, Malmö, Vaxjö, Karlskrona, Karlstad, Sweden Kiev, Ukraine; Peking, Shanghai, China, Budapest, Debrecen, Hungary; Grenoble, France
Dataneum Zrt. (Telecom), Budapest, Hungary
Ivitel Zrt. (Telecom), Budaörs, Hungary
PanTel Zrt. (Telecom), Budapest, Hungary
Micro-Top Kft. (Telecom), Budapest, Hungary
2003. – 2013. **Operation of ISO 14001 based Environmental Management System**, internal audits - review of documentation, risk management, incident management, review and correction of documentation system - Consultant and project manager
SIGMA Group (Kudos) (content development), Stockholm, Goteborg, Malmö, Vaxjö, Karlskrona, Karlstad, Sweden Kiev, Ukraine; Peking, Shanghai, China, Budapest, Debrecen, Hungary; Grenoble, France
2003. April – 2005. September **Development and Implementation of “Supplier invoice management” IT system** – in cooperation with ICON Inc. - IT project manager
(Telecom), Budapest, Hungary
2004. January – 2004. November **DWH system model definition and implementation** - Project manager
(Telecom), Budapest, Hungary
2002. February – 2004. January **Implementation of Management Reporting Methodology** - Project manager
(Telecom), Budapest, Hungary
2001. January – 2003. August **IT system development for Telco Implementation Projects’ Management** – in cooperation with ICON Inc. - Project manager
(Telecom), Budapest, Hungary

PROFESSIONAL QUALIFICATIONS:

2009.	Lead Auditor (ISO 27000)
2007.	Lead Assessor (ISO 27000)
2002.	Lead Auditor (ISO 9000)
2000.	Lead Assessor (ISO 9000)

OTHER QUALIFICATIONS:

2008.	Certificate, Franklin Covey: "Seven habits of successful leaders" training – Franklin Covey Hungary
2008.	Management de la Qualité, Conservatoire National des Arts et Metiers (CNAM) / EOQ Quality System Manager
2005.	Project management training – Profil Training (Budapest)
2004.	Certified Enterprise Risk Manager, IIR Hungary
2003.	Microsoft Project 2000, SZÁMALK
2008.	Oracle 9i – SQL programming, ORACLE Hungary

LANGUAGE SKILLS:

Language	Reading	Speaking	Writing
Hungarian (mother tongue)	5	5	5
English	4	5	4
France	1	2	1