

## CURRICULUM VITAE – OLIVER OLŠOVSKÝ

### WORK EXPERIENCE

Year	Company, Position
Present	SANAE. s. r. o., Managing Director
10/2012 – 12/2012	Emerson a. s., Oracle Application Support Specialist for Services
2008 – 2012	DELL, s. r. o., Q2C Oracle Business Analysis Sr. Analyst
2007 – 2008	TATRA BANKA, a.s. Member of Raiffeisen Bank International, IT System Tester Senior
2006 – 2007	DELL, s. r. o., Oracle Order Management System Support
2004 – 2006	AT&T Global Network Services, Service Reporting Analyst
2003 – 2004	BRITEX s r. o. (Authorized service for NOKIA), Financial Reporting Analyst
2001 – 2002	ORANGE Slovensko a. s. Member of France Telecom, Front Office Representative
2000 – 2001	METRO Cash & Carry Slovakia s. r. o., Receptionist

### WORK EXPERIENCE IN DETAILS

Present	SANAE. s. r. o.	
	Background Summary	Consulting Company
	Responsibilities	<ul style="list-style-type: none"> <li>- Building long term relationship with customers</li> <li>- Analyze sales data to understand the customer's demands</li> <li>- Identify new sales opportunities within existing accounts</li> <li>- Prepare and distribute information from the company to clients</li> <li>- Network with business partners and or suppliers</li> <li>- Manage and solve conflicts</li> <li>- Contract negotiation during procurement process</li> <li>- Helping SANAE customers during SW testing phase of product implementations</li> </ul>
	Position	Managing Director

10/2012 – 12/2012	Emerson a. s.	
	Background Summary	Support Oracle Implementing projects across Europe
	Responsibilities	<ul style="list-style-type: none"> <li>- Provides ongoing end-user support for Service stakeholders</li> <li>- Set up production env and testing activities</li> <li>- Participating during implementations phase</li> <li>- Support project team</li> </ul>
	Position	Oracle Application Support Specialist for Services

2008 - 2012		DELL, s. r. o
Background Summary	Test Lead supporting new Oracle implementations and Oracle change request management for the Quote to Cash (Q2C) program from UAT perspective with the ability to conduct UAT Signoff (Approval Go Live) and to provide second level support. This position is part of a UAT Core Team based in Bratislava with significant interaction with Stakeholders Globally.	
Responsibilities	<ul style="list-style-type: none"> <li>- Business analysis of new requirements for new implementations (including compliance and legal) and change request for existing solutions under Q2C (Quote To Cash) program from End User Perspective</li> <li>- Lead Business-testing, organization of UAT's related to Q2C project Globally (EMEA, APJ, LATAM, AMERICAS)</li> <li>- On site Rollout and support for new components (South Asia Deployment- Penang, Malaysia in 2009, Rest of APJ Business Units Deployment (Penang Malaysia in 2010), Japan BU Deployment (Tokyo, Japan in 2010)</li> <li>- Training (direct during UAT Session or Business Readiness Training &amp; Development Team for new changes)</li> <li>- Close teamwork, cooperation and collaboration with the colleagues (Finance, Sales, Technical Development teams and Business Partners)</li> <li>- Ability to analyze and build up knowledge &amp; expertise in Quote To Cash processes and related areas:               <ol style="list-style-type: none"> <li>1. Finance and Accounting processes ( Oracle Financials AR Accounts Receivable, Oracle Financials General Ledger GL, Oracle Inventory INV)</li> <li>2. Sales processes (Oracle Order Management OM, Gedis-Gii, Salesforce)</li> <li>3. Reporting (Oracle BI Publisher report, Business Objects Report)</li> <li>4. Provide solution alternatives and proposals for production issues and challenges as they arise from UAT perspective</li> </ol> </li> </ul>	
Position	Q2C Oracle Business Analysis Sr. Analyst	

2007 - 2008		TATRA BANKA, a.s. Member of Raiffeisen Bank International
Background Summary	Responsible for identifying required Test Scenarios, writing test Scripts and executing tests on our existing and future Bank systems to ensure financial integrity is maintained. The Job will entail working closely with other testers, developers and liaising with the Test Manager to deliver quality systems to the business.	
Responsibilities	<ul style="list-style-type: none"> <li>- Review business requirements and identify test scenario's</li> <li>- Review and develop Test Plan, Scenarios and Scripts with Testing Manager</li> <li>- Execute test scripts on time ensuring quality is maintained</li> <li>- Have or develop a deep knowledge and understanding of the various applications and business processes</li> <li>- Record any Defects on Test Director providing specific and clear detail of the Defect, to enable a speedy resolution of the problem</li> <li>- Ensure all Defects are tracked Closed on Test Director only after successful re-test has been completed and a non re-occurrence of the defect is experienced</li> <li>- Ensure all defects are tracked through Test Director with the correct status and severity to ensure a quick turnaround</li> </ul>	
Position	IT System Tester Senior	

2006 - 2007		DELL, s. r. o
Background Summary	Main activities include maintenance of access to Key Oracle Financial Systems for the Dell and External third party user community within EMEA region (Europe, Middle East & Africa), extending to Global while ensuring proper security control and audit requirements are being met. It requires communication with users, management, audit representatives and IT support community.	
Responsibilities	<ul style="list-style-type: none"> <li>- Validate all single and consolidated requests regarding user access for completeness and correctness while following pre-set and agreed audit and special requirements</li> <li>- Ensure timely action on requests and proper communication back to users and requester</li> <li>- Check and keep up to date access accounts based on periodical audit review requests</li> <li>- Prepare and amend user access reports as per requests from management</li> <li>- Provide advice and support for users regarding access problems (mainly e-mail)</li> <li>- User access audits (as and when required based upon Internal Audit schedule)</li> <li>- Maintenance and improvement of procedures related to access management</li> <li>- Review of user profiles and responsibility conflicts</li> <li>- Interaction with application developers with regards to new EFSG application and performing testing activities</li> </ul>	
Position	Oracle Order Management System Support	

2004 - 2006		AT&T Global Network Services
Responsibilities	<ul style="list-style-type: none"> <li>- Leading the team of EMEA and US reporters with regards to data quality of the account database for network performance monitoring purposes</li> <li>- Cooperation with database developers and analyzing of change requests for the reporting team</li> <li>- Data input to create daily key performance indicators like Site Availability MTD files and database extracts</li> <li>- Develop and build relationship with customer service managers, project managers and account managers</li> <li>- Creating statistical analysis of key quality indicators of AT&amp;T's network e.g. Site to Site Latency, Site to Site Packet Delivery for dedicated customers (analysis reason and duration of outages, alarms...), data evaluation, monitoring and regular management reporting</li> <li>- Calculating credits for customers which did not meet SLA target (Service Level Agreement)</li> <li>- Solving the problems with regards to account migration from former billing tool to the new platform</li> <li>- Creating DLP ( Desk Level Procedure) and participation on training activities for new hires</li> </ul>	
Position	Service Reporting Analyst	

2003 – 2004 BRITEX s r. o. (authorized service for NOKIA)	
Responsibilities	<ul style="list-style-type: none"> <li>- Leading the team of technicians with regards Financial management of mobile phone refundment</li> <li>- Responsibility for DOA (Damage on Arrival) / DAP (Damage after Purchase) products</li> <li>- Communication with Authorized distributor with regards to DOA / DAP product and Responsible Dealers</li> <li>- Stock management and relative logistic operations</li> </ul>
Position	Financial Reporting Analyst

2001 - 2002 ORANGE Slovensko a. s. Member of France Telecom	
Responsibilities	<ul style="list-style-type: none"> <li>- Responsibility for daily communication with Back office Department and Sales teams in Bratislava region</li> <li>- Acceptance and validation of the new users</li> </ul>
Position	Front Office Representative

## COMPUTER SKILLS

	Level
HP Service Manager	Advanced
Visual Studio - TFS	Advanced
Remedy – Trouble ticketing tool	Advanced
InfoVista – Network Performance Monitoring Application	Advanced
Brio – Reporting Application	Advanced
Business Objects – Reporting Application	Advanced
HP Quality Centre – Lifecycle Management Application	Advanced
Gii / Gedis - Global Offline Sales System (Core Front Office App)	Advanced
Informatica Lifecycle Management – Data Archiving Application for Oracle Legacy Data	Advanced
Oracle Application 11i/R12 (Core Back Office App)	Advanced
Management Studio	Basic
SOAP UI	Basic

## LANGUAGE SKILLS

Language	Level
English	Active
Czech	Active
Slovak	Native

## LANGUAGE EXPERIENCE

Date	Activity
2003	City University Bratislava, IEP (Intensive English Program)
2004	English Study stay in Montreal, Canada
2005	English Study stay in Las Vegas, NV, United States
2009	Business Trip Penang in Malaysia
2010	Business Trip Penang in Malaysia
2010	Business Trip Tokyo in Japan

## CERTIFICATIONS & SKILLS

Date	Certificate
2002	Training program: Professional communication (PhDr. Alexander Gerič)
2001	Education training: Customer orientation (MAXMAN COLSUNTANS)
1999	Retraining scheme: organizational worker in management – Assistant manager (OK. CONSULTING)