

# ZSOLT L. CSENGERI

Sr. Implementation Consultant & IT Project Manager | Delivering Strategic Transformations with Service Excellence

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## PROFILE

An entrepreneurial-minded and savvy IT professional with 16+ years of multi-sector experience employing technical excellence with strong business acumen to meticulously execute and support the delivery of large-scale, complex transformation projects and system integration programs, spanning substantial budgets and multiple stakeholders.

Managing the end-to-end project life cycle across multiple work streams with ultimate ownership of challenging deliverables to meet critical milestones and enable 'continuous, high-quality' delivery, I ensure robustness and resilience of IT to contribute to business's ongoing success and continuity planning. Helicoptering up to get the big picture and diving deep into the specifics, I move between layers to implement the right technology results.

Working as an integrated, trusted business partner, I am passionate about disruptive technologies and come with a proven record of utilising effective elicitation techniques to understand client requirements and translate them into functional specifications that yield a competitive advantage in terms of scalability, security, performance, and extensibility; furthered by influential stakeholder-client consulting abilities and the capacity for motivational leadership.

## AREAS OF EXPERTISE

♦ Strategic IT Planning & Direction ♦ Software Implementation & Service Delivery ♦ IT Infrastructure & System Applications ♦ Software Development Life Cycle (SDLC) ♦ Process Mapping (As-Is and To-Be) and System Analysis ♦ Business Requirements Elicitation ♦ Business Process Re-engineering ♦ Technical Functional Specification ♦ CBA & Capability Gap Analysis ♦ Technology Integration & Digital Transformation ♦ Project Planning, Governance & Control ♦ Test Strategy & Management ♦ Operational Readiness & Implementation ♦ Quality Assurance & Cost Control ♦ Productivity & Efficiency Improvements ♦ Project Risk, Issue & Change Management ♦ Business Intelligence & Analytics ♦ Cross-Functional Team Leadership ♦ Stakeholder Engagement ♦ Client Relationship Management ♦ Training & Capability Development

**IT Skillset:** | HTML | CSS | JavaScript | API | SQL | ITIL | Lifecycle Management | ArtCAM | Adobe Creative Suite | CNC | ArtiosCAD | CorelDraw | Migration | Deployment |

## KEY COMPETENCIES

- ✓ **Strong IT Support-Solution expertise**, critically addressing business needs through a client-centric approach with minimum delivery risk and end-to-end management of project priorities and solutions across multi-lingual, geographical domains.
- ✓ **Systems-level perspective** with a 'big picture' view, tactfully planning strategic initiatives with robust implementation, engagement, reporting structures and resilient project control that sets the foundation for smarter processes and insights.
- ✓ **Analytical trouble-shooter** with in-depth predictive analytics & process-review intelligence, able to diagnose irregularities, resolve slippages and undertake rapid corrective-resolution with a client-centric approach and end-to-end accountability.
- ✓ **Commercial Project Acumen** able to lead multidisciplinary teams within an agile project delivery framework with strong all-around technical affinity and a change-receptive understanding that blends across the stack with design/user thinking.
- ✓ **Master Communicator** consulting credibly with wide stakeholder groups to influence, gain buy-in, and broaden business horizons; committed to project's success while consistently promoting a culture of best practices and shared knowledge.

## CAREER HISTORY

### Mapp Digital

November 2022 - Present

*Leveraging insights to drive innovative marketing solutions*

#### Implementation Consultant, London - U.K.

- Facilitate the gathering of project requirements and documents the outcome, expertly transforming client needs into detailed project plans and briefs.
- Support project definition and estimation through participation in pre-sales discussions and provide valuable input.
- Work closely with Solution Architects to design and implement complex projects, expertly navigating each project from concept to successful delivery.
- Oversee new client onboardings, demonstrating hands-on implementation skills using Mapp Cloud.
- Maintain exceptional communication with internal teams, clients, and partners, expertly managing multiple projects and ensuring that time, budget, and quality criteria are consistently met.
- Proactively manage change by analysing impact, identifying potential risks, and implementing mitigation strategies.

## Feefo Holdings

April 2022 - November 2022

*A leading provider of customer feedback and online reputation management.*

### QA Engineer, London - U.K.

- Worked within the QA Team with a 60:40 split between manual and automation testing.
- Collaborated with the core Software Development team which includes API development, UI development, and Quality Assurance.
- Wrote end-to-end Cypress automation scripts in JavaScript and builds AQA Automation Framework in JavaScript.
- Created and executed accurate and detailed test plans, performing regression and smoke tests.
- Trained newly hired team members and oversaw their progress, fostering a supportive and inclusive work environment.

#### Notable Achievements:

- As a dedicated member of the QA team played a critical role in the successful execution of a large-scale data migration and facilitated the front-end testing and migration process, ensuring a smooth transition and efficient integration into Feefo's system. Worked collaboratively with developers from both Reevoo and Feefo in an Agile environment.

## Reevoo Ltd.

October 2019 - November 2022

*A third party genuine online review provider that boosts conversion value by tailoring the business needs of verticals.*

### Implementation Consultant, London - U.K.

- Reported to the Head of Solution Consulting and Delivery, I am responsible for leading and supporting on multiple, parallel implementations for new and existing clients to quickly onboard them to Reevoo's SaaS platform ensuring the highest standards of customer service engagement, quality and satisfaction levels.
- Worked with the sales team across prospective clients to guide the implementation of solutions from kick-off to live, working through the implementation process to onboard project via statements of work (SOW).
- In-charge for defining, configuring, and testing the solution with proactive liaison with client teams to provide regular updates and reports on project status, outstanding tasks and agreed timelines, while keeping project deliverables on track.
- Coordinated the facilitation of project handovers with adequate training and advisory to end-users and client teams for the implementation and optimum integration of contracted products to realise full value using a best practices approach.

#### Notable Achievements:

- Worked as a subject matter expert in Reevoo's core product offerings for key industries and verticals, coordinating with the development teams to identify consistent improvements and deliver bespoke elements to the Reevoo solution.
- Provided ongoing technical support as the primary technical contact, undertaking rapid identification, tracking, troubleshooting and remediation of customer issues to deliver maximum returns to client IT investments.

## MCS Global Ltd.

October 2018 - October 2019

*A leading company providing innovative rental software and hire management solutions for businesses to gain benefit across the globe.*

### Software Implementation Consultant, Maidenhead - U.K.

- Shared responsibility for the efficient and effective customisation, setup, rollout, and deployment of the MCS-hr hire software with an eye to drive business success and ensure maximum return on client ROI.
- Provided a full range of consulting services and training both on-site across the Maidenhead and Hungary offices and remotely via internet-based consulting, ensuring business's specific needs are understood, documented, and met during the implementation of our software solutions.
- A customer advocate and technical expert, working closely with cross-functional product, customer services, and specialist project teams to provide hands-on tactical and operational support to client engagements for the end-to-end management of strategic project deliverables to include:
  - Scoping and defining business requirements, translating requirements into technical design specifications, documenting solutions, and identifying improvement opportunities, gathering, and analysing data, system building, configuring, and testing, SQL database support, troubleshooting, change control, status reporting and deliver competent training.

#### Notable Achievements:

- Proactively liaised with clients to deliver smarter solutions and help them capitalise the MCS software for ongoing success.
- Successfully translated the entire software, resulting in the customer generating significant time and resource savings.
- Contributed to the collective learning of MCS, fostering collaboration through shared knowledge to leverage successful experiences, skills, information, processes, and expertise across all projects.
- Provided actionable intelligence to map-out business gaps and suggest smart workarounds and process changes, instead of spending significantly on expensive development procedures.

## Folkem Ltd.

2011 - 2018

*One of Hungary's leading graphic design company (CAD/CAM) specialising in innovative design solutions for food packaging and book publishing industry.*

### Technical Project Manager, Debrecen - Hungary

Sep 2015 - Aug 2018

- Project Manager leading a team of 10 to provide senior technical expertise for the end-to-end execution and delivery of projects for major global giants such as Jacobs, Aldi, Samsung, and Henkel, among others.
- Worked cross-functionally across technical, finance, logistics, and IT to manage key stakeholders in the delivery chain, effectively communicating at every level to ensure awareness of project scope and deadlines.
- Steered the project management process and stated budgets to align with high-quality service delivery at every stage of the life cycle, from inception through to transition into BAU.

#### Notable Achievements:

- Created powerful B2B and E2E business ecosystems, astutely negotiating and winning strategic E.U. tenders to expand business potential, at home and across international geographies.
- Rejuvenated the procurement process and increased the CAD/Die Making department's annual revenue by ~200,000 GBP.
- Actively participated and oversaw the purchase and installation process of every machine to ensure maximum efficiency.
- Initiated and recommended strategic plans for the acceleration of the much-needed digital transformation of the company.
- Empowered experienced colleagues by sharing best practice and shared knowledge, while recruiting, training, mentoring, and developing newcomers to become a pool of high-performing and competent talent base.

#### CAD/CAM Operator, Debrecen - Hungary

Jan 2011 - Sep 2015

- Part of a dedicated manufacturing team responsible for the preparation of engineering drawings and artwork design received electronically using the latest CAD-CAM programming packages.
- Operated and programmed the CNC machine, loading it with the right cutting tools to produce component parts while working to tight tolerances and customer design specifications.
- Liaised with customers to recommend improvements, analysing artworks intricately to ensure it meets client requirement.
- Troubleshooted CAM-related issues, with additional engagements extending to logistics and production of printing forms.

#### Notable Achievements:

- Increased customer satisfaction rate by producing precision artworks and proactively communicating innovative practices.
- Maintained a high standard of control, ensuring work environments are conducive to both product and service quality.
- Successfully managed large projects, ensuring all production meet stated deadlines and remain within agreed budgets.
- Successfully appointed to lead projects and provide senior thought leadership as a Technical Project Manager on account of technical and operational excellence.

### PREVIOUS EMPLOYMENT ENGAGEMENTS

Warehouse Manager, Debrecen Meat Co., Debrecen - Hungary	Jan 2003 - Jan 2011
Chief Martial Arts Instructor, HWTO Organization, Debrecen - Hungary	Jan 1991 - Jan 2003

### ACADEMIC & PROFESSIONAL QUALIFICATIONS

M.Sc. Technology Management & Innovation, Central European University, Budapest - Hungary	2018
M.A. (Distinction) American Studies, University of Debrecen, Debrecen - Hungary	2015
B.A. (Hons) English & American Studies, University of Debrecen, Debrecen - Hungary	2013
<u>Professional Certifications:</u>	
Linux Network & System Administration, University of London, London - U.K.	2019

### OTHER SKILLS

**Language Skills:** English (Professional Proficiency) | Hungarian (Native) |  
**Other Skills:** First Master Level in Wing Tsun Kung-Fu

*References available on request*