

Łukasz Henkel

Senior Project Manager

Kaźmierz, Poland | +48 500 362 042 | lukasz.henkel@gmail.com

PROFESSIONAL PROFILE

Project Manager with 9+ years of experience delivering international software development, technology implementation and migration projects. Led the build and rollout of a proprietary respondent management system across 27 countries, supporting 1.5 million contacts. Combine a background in IT operations with project delivery, vendor management and coordination of distributed business and technical teams. Confident working in English-speaking international environments with stakeholders up to C-level executives.

CORE SKILLS

Project scope, requirements and delivery planning • Risk analysis and mitigation • Process mapping • Cross-functional stakeholder management • Budget management • Scrum, Kanban, Waterfall and hybrid delivery • Software development lifecycle (SDLC) • User acceptance testing (UAT) • Technology rollouts and data migrations • Vendor negotiations and performance monitoring

PROFESSIONAL EXPERIENCE

Senior Manager - Technology | Jan 2020 - Present

Kynetec Poland Sp. z o.o. | Poznań | Remote, international team

Selected achievements

- Delivered a proprietary Respondent Management System supporting 1.5 million specialized contacts, including Agile development, rollout, data migration and post-implementation support across 27 countries. Coordinated a project team of 5–10 members.
- Automated manual and legacy processes, reducing task completion times. Estimated the resulting cost savings at over 30% of the annual Operations budget, based on time saved.
- Held responsibility for the EUR 500,000 operations technology budget and achieved EUR 50,000 in annual savings through vendor and software standardization.
- Integrated the respondent management system with call center and data collection tools to improve data flow and business reporting.
- Delivered the migration of a critical database from MySQL to Microsoft SQL Server.
- Delivered multiple integrations across technology operations systems and databases including ERP, telecom, data collection, data processing, call/contact centers, bespoke solutions.

Responsibilities

- Manage technology implementation, software development and migration projects covering web and mobile applications, cloud and on-premises software, databases and contact center systems within agreed budgets and timelines.
- Define requirements, scope, timelines, costs and risks; coordinate cross-functional delivery and user acceptance testing. Use Waterfall, Scrum or Kanban approaches according to project needs. Apply Definition of Ready and Definition of Done in Agile delivery.
- Coordinate stakeholders across senior leadership, management, development, IT, data engineering, operations, finance and data protection, alongside external partners.
- Negotiate vendor contracts, monitor supplier performance and improve technology processes across international branches.
- Line-manage one Project Manager.

PROFESSIONAL EXPERIENCE CONTINUED

Senior IT Project Manager | Jul 2017 - Dec 2019

Kleffmann & Partner Sp. z o.o. | Poznań | Remote, international team

- Led the development of data collection tools for global market research operations and managed software implementation and deployment projects.
- Digitalized traditional paper questionnaires into advanced CATI/CAWI/CAPI solutions for high-stakes research projects.
- Deployed Askia research software across international company branches and trained users during implementation.
- Onboarded a dedicated team of 10 programmers specializing in questionnaire digitization.
- Coordinated improvements to the internal ERP system, working with internal business stakeholders and external service providers.

Database Manager / IT | Sep 2009 - Jun 2017

Kleffmann & Partner Sp. z o.o. | Poznań

- Managed market research contact and respondent databases and administered IT infrastructure.

Call Center Supervisor | Feb 2005 - Aug 2009

Kleffmann & Partner Sp. z o.o. | Poznań

- Supervised a team of call center agents and coordinated their day-to-day work.

TOOLS

Jira • Confluence • Microsoft Project • Jitbit • Microsoft Office • Microsoft Teams • Microsoft Copilot • GitLab • ChatGPT Work/Codex

LANGUAGES

English - Fluent, used in international professional environments for 9+ years • Polish - Native

EDUCATION

Bachelor of Business Administration

Poznańska Wyższa Szkoła Biznesu | Oct 2007 - Sep 2010

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