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## EDUCATION

- **Executive Management**  
Huddersfield University
- **Economics Degree**  
School of Management and Law,  
Zurich and KV Business School

## TECHNICAL PROFICIENCIES

- Project Management  
Methodology
- Lean and APQC Management
- Six Sigma
- MS Productivity Tools
- Oracle EBS Migrations and Re-  
implementations
- Evaluated Oracle Cloud, SAP,  
SuccessFactors, Infor and  
Workday

## PUBLICATIONS

- Why woodpeckers are  
connected to an Excel sheet
- How to engage people in your  
transformation journey
- The digital impact on people
- Cryptocurrencies (series)

## LANGUAGES

- **German**  
Native speaker
- **English**  
Full professional proficiency
- **French**  
Professional working proficiency
- **Czech / Slovak**  
Native or bilingual proficiency
- **Spanish / Italian**  
Elementary proficiency

# MARTIN DVORAK

Senior Change & Business Transformation Manager

## SUMMARY

### Martin Dvořák Consulting

- Experienced Business Transformation Leader with a proven track of implemented large-scale, complex business and change management projects for best-in-class organizations in global industries. 20+ years of international project management experience and large transitions (mergers, outsourcing to GBS/SSCs, processes and system implementations, digitalization, cost savings) with multicultural teams. Helps organizations to translate strategic goals into effective operating models in fast moving environments. Solid ability to collaborate with multiple levels of the business, from board to functional teams coaching and enabling them to success. First class interpersonal skills with well-build client focus.

## KEY COMPETENCIES

### Business Transformation

- Guide business stakeholders and organizations through the improvement initiatives and provide excellent project management leadership.
- Bridging the strategy between HQ, regional, local affiliates and execute implementation with the organizational streams.
- Engage the leaders to ensure maximum impact of results' delivery and participation using innovative methods.
- Ensure that strategy and roadmaps are implemented.
- Prepare outcome documentation and facilitate engagement meetings.

### Integration of Enterprise Architecture

- Develop IS strategy based on best world practices in collaboration with key sponsors.
- Utilize project and change management methodologies to enable effective execution of software roll outs.
- Ensure continued strategy alignment and deliver sustained benefits.

### Global Business Services

- Translate corporate strategies into specific objectives and operational plans for business units and teams.
- Outsource business processes through takeovers and cost reductions. Build SLA's and Target Operating Models.
- Insource processes through M&A's and demergers.

### Digital Transformation

- Transform business models into scalable digital solutions and provide new business values and innovative ideas.
- Provide measurable KPI's and visible values by supported business cases.
- Enable people to succeed in the digital and cultural changes to drive measurable performance.

## SELECTED INTERIM ASSIGNMENTS FOR FINANCIAL SERVICES PROVIDERS (CONTRACTS)

To view the [entire chronology](#) - please refer to my [website](#).

<b>Change &amp; Transformation Manager</b> 11.2015 / 03.2017 (Contract)	<b>Global Financial Services Company, Switzerland</b> Wealth Management, Corporate and Institutional Clients <ul style="list-style-type: none"><li>• Transformed and restructured seven strategic and one complex program.</li><li>• Lead three business units including internal and external partners.</li><li>• Managed and challenged external service providers.</li><li>• Achieved change, transformation and delivery for BUPK, AMM, Financial Calculator Manager, Product Suitability Rule Engine, Alternative Investment Products Extensions, Product Information and Suitability System, Individual Risk Matrix Solution and Bank Card Center.</li><li>• Transformed stakeholder requests into Exception Report, Life Insurance Credit and Risk Portfolio DWH, Suitability Review Kredit-Daten, Lombard Kredit and Banking Products Management Reporting.</li><li>• Moved institutional client project to low-cost model by achieving 68% cost savings in first and 81% in 3<sup>rd</sup> year of transformation.</li><li>• Restored credible relationship with senior management and program team members by succeeding as first project manager after seven dismissed predecessors left the program.</li></ul>
<b>Change Analyst and Business Intelligence Consultant</b> 02.2011 / 09.2012 (Contract)	<b>Commercial &amp; Investment Banking, Central and Eastern Europe</b> Improved cost accounting and P&L reporting through change transformation and a newer version of OFSAA. <ul style="list-style-type: none"><li>• Engaged to lead key aspects of the implementation.</li><li>• Created and delivered training modules covering six areas including cost accounting and profitability management.</li><li>• Transformed MIS OFSAA data requirements to fit company's structure</li><li>• Implemented a new outbound interface between OFSAA and the data warehouse.</li><li>• Mapped 15 dimensions and categories within OFSAA to match reporting.</li><li>• Succeeded in enhancing use of the newer MIS as well as improved cost accounting data to support P&amp;L reporting.</li></ul>
<b>Change Management Consultant</b> 02.2009 / 02.2010 (Contract)	<b>Payment Service Provider, Austria, Switzerland and Poland</b> Enabled demerger. Transformed processes to a Shared Service Centre. <ul style="list-style-type: none"><li>• Developed strong working relationships, gathered key priorities, identified communication and addressed organizational gaps.</li><li>• Determined which data and processes will demerge.</li><li>• Identified strategy and migrated remaining data to SSC in Poland.</li><li>• Succeeded in enabling a smooth demerger on both ends.</li></ul>
<b>Project Lead</b> 11.2007 / 02.2009 (Contract)	<b>Payment Service Provider, USA, Austria, UK and Germany</b> Accomplished a decentralised procurement strategy across Europe. <ul style="list-style-type: none"><li>• Engaged to integrate Oracle release with procurement strategy for trial location Austria.</li><li>• Defined business change requirements and identified gaps compared to global procurement standards.</li><li>• Developed 20+ functional specs for custom features and statutory requirements. Managed UAT and end user training.</li></ul>

- Succeeded in aligning the new Oracle release and the procurement strategy, which enhanced accuracy, reporting and management control.

**Change Consultant**  
02.2007 / 11.2007  
12.2004 / 03.2006  
(Contracts)

**Financial Services, Switzerland**

Transformed business strategy to infrastructure change in a framework of strategic change management.

- Integrated Host, Oracle Data Warehouse and Oracle Financial Systems by modelling, changing, testing, executing, controlling and monitoring the business process, reports and functionalities.
- Succeeded in improving decision-making process by integrating data, reporting tools and over 7'000 Oracle Data Mart mapping rules.

**PERMANENT POSITIONS**

**Manager E-Business**

01.2001 / 11.2002

**IT Services, Switzerland, France, Germany and Austria**

Built and expanded E-Business group.

- Assembled team and defined roles as well as determined target industries and products such as CRM Systems for Private Banking.
- Launched group and evaluated progress to identify best areas for development.
- Mentored and coached group staff.
- Built clear product portfolio to promote most effective services to appropriate industries.
- Succeeded in driving group expansion by 25%, improving revenue by 93% and substantially enhancing customer satisfaction.

**Senior Associate**

01.1999 / 07.1999

**Principal Consultant**

02.1996 / 11.1998

**Global Financial Services Company, Switzerland**

- Instituted a change management initiative and project review with focus on customization issues.
- Developed recommendation strategy with proposed solutions, resources, project planning and cost estimates.
- Ensured implementation could continue within the new strategy.
- Improved current and future business process baseline for the **GEAR (Global Environment for Accounting and Reporting)**.

**Global Reinsurance Company, Switzerland**

- Defined future business processes for a new cost accounting system and chart of accounts, following USGAAP.
- Implemented General Ledger following AIM.
- Delivered project ten days earlier than agreed in scope.