Paulius Peldzius | IT Professional | ITIL Certified

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Professional profile

Multilingual IT professional with over 18 years of experience in IT, Manufacturing & Entertainment industries. Managed a manufacturing company where I introduced digital data processing and machining processes. Moved on to work for SAP as Partner Success Manager and Services Coordinator. Gained significant experience implementing strategic business decisions and managing programs through the full partner life-cycle. Co-founded local business gaining valuable entrepreneurship experience. Moved on to work for Cisco as a Product Owner and Business Architect to further improve my skill set.

Core skills

Business acumen	Requirements analysis
Management experience	Run the business
IT Project implementations	Data analysis

Professional Experience

Cisco Systems, Portugal
Business Architect | 01 2021 – present

Currently acting as Business Architect looking after multiple high priority projects, developing software practices, and active participation in customer escalations.

Key achievements
- Software Asset Management design and architecture. Software Asset Management became an official Cisco CX offer in Q3 FY 2022
- Designed and ran 3 workshops about Cisco Software practices. Coached and certified over 100 Software Assets Managers on a 1:1 basis.
- Designed and architectured Cisco Software Licensing e-learning curriculum to scale enablement efforts.
- An expert in Cisco Software licensing. Being treated as the last line of escalation. Participated in multiple customer escalations saving millions of dollars in lost software assets.

Product Owner | 01 2019 – 01 2021

Product Owner for electronic software delivery. Primary activities included being a liaison to the business and IT, developing new product features, controlling operations and IT deliverables, and managing KPIs.

Key achievements
- Completed eDelivery architectural redesign. eDelivery SLAs reached above the target value of 98% for the first time since FY 2018 Q2.
- Owned planning and scheduling of two-week sprints, articulating product vision to the engineering team.
- Developed and wrote multiple user stories and acceptance criteria for product integration within larger Cisco architecture.
- Managed and re-prioritized backlog resulting in new product capabilities.
- Participated in eDelivery inHouse transformation project. The project targeted to save 2 MM yearly in Operational costs.

Escape Room Leiria, Leiria – Portugal
Owner |05 2017 – 01 2019

Established Escape Room Business. Had to ensure the business vision, goals, and product roadmap are properly designed and implemented per high-level customers' needs.

Key achievements
- Developed & implemented games to create an unforgettable and immersive game experience.
- Expanded business by developing additional products to be sold to industry-wide partners.
- One of the Rooms is considered as best in the country by many experienced customers.
- Achieved 100% customer satisfaction, the business became a hit in the region.

SAP SCC LTD, Galway – Ireland
Service Coordinator | 06 2013 – 05 2017

Strategic EMEA and MEE management role. Managed large-scale partner services and programs focused on business growth, innovation, and processes improvements across partner life-cycle activities.

Key achievements
- Managed up to 12 talented specialists – coordinated their services portfolio and enablement activities, ensured delivery standards were met.
- Built KPI dashboards that improved accuracy, transparency, and compliance.
- Created a capacity planning tool that improved workforce efficiency and services delivery.
- Designed and implemented a partner activation program. The program helped SAP to identify additional 360 MEE partners to be targeted with SAP S4Hana services.
- Promoted to project manager to manage SAP Hybris e-store implementation. Assessed business architecture, tracked and monitored progress to meet deadlines, standards, and cost targets.

Partner Success Manager | 10 2008 – 06 2013

Partner Success Manager to manage CIS territory – pipeline, partner base, generate revenue through sales of SAP Business One. Emphasis on revenue targets, product adoption, operational goals, and customer satisfaction.

Key achievements
- Overachieved revenue targets for 4 years in a row
- Secured 1 MM euro investment to localize SAP Business One product
- Resurrected dormant accounts, and recruited net-new channel partners
- Won back business previously lost to competitors by adopting a "land and expand" strategy. Implemented "Starter package" sales program
- Was recognized as SAP's top talent

Comer Granite and Marble, Galway – Ireland
Production Manager | 08 2005 – 08 2008

Steered and directed granite manufacturing operations. Established operational policies and implemented process improvements to ensure quality and outstanding output of custom-made kitchen countertops. A key achievement was establishing laser and AutoCAD technologies, which increased manufacturing throughput.

4Team Corporation, Vilnius – Lithuania
Software Quality Engineer | 09 2003 – 08 2005

Served as a lead software tester. Performed Outlook add-on software testing written in VB.NET, liaised with clients to produce detailed reports on quality, identified bugs, and recommended fixes.

Professional Development

Agile Fundamentals – Cisco – 2022
ITIL 4 Foundation Certificate in IT Service Management – Cisco – PeopleCert – 2020
Six Sigma Yellow Belt – Cisco – 2020
ITIL V3 Foundation Certification Training – ICertify – 2018
AWS Certified Cloud Practitioner – Amazon – 2018
Project Management - Fundamental Methods, Implementation Consultant SAP Business One

Languages

English – fluent, **Russian** – fluent, **Portuguese** – basic, **Lithuanian** – mother tongue.

Education

- ➢ **Bachelor of "Computer Science" –** Vilnius University – 2005