



## PERSONAL INFO



# RADEK KLEIN

## IT EXECUTIVE



1986



Prague, Czech Republic



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## ABOUT ME

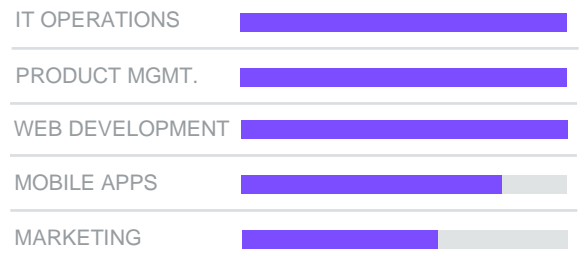
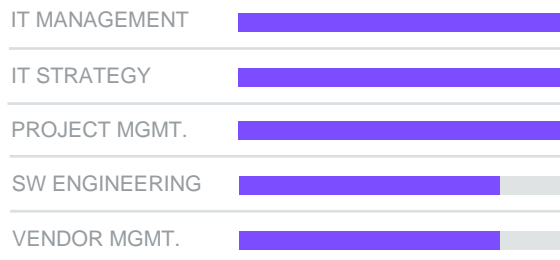
Manager with strong technical background able to provide leadership and vision to effectively connect business needs to appropriate technologies.

Offering a wide range of international experience in IT management, strategy, project management and operations but also development in agile environment and leading cross-functional teams in these areas.

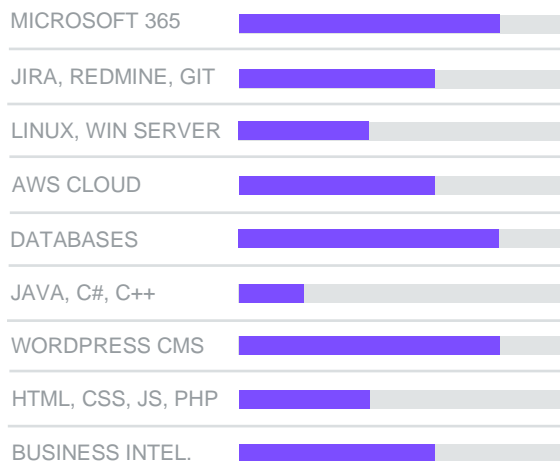


## SKILLS

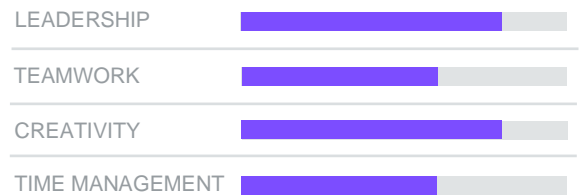
### TOP SKILLS



### TECHNOLOGY SKILLS



### PERSONAL SKILLS



### LANGUAGES





## EXPERIENCE

### IT MANAGER ISIC ASSOCIATION

Director of IT department leading IT team and overseeing the management and ongoing development of IT systems, ISIC mobile app and websites. Performed IT audit of the company for the Board. Reviewed and optimized information systems, processes, supplier relationships, expenditures and workload of the IT staff. Developed new roadmap of strategic IT projects and IT budget. Managed from the IT perspective transfer of the company to Belgrade.

AMSTERDAM, NETHERLANDS

2019 – PRESENT

### IT MANAGER GTS ALIVE

Head of IT department responsible for the strategy and operation of the company from the IT perspective. Establishing and managing IT team and maintaining governance in relation to operations, development, architecture, security and business intelligence domains. Setting and controlling IT budget, leading key projects and facilitating communication between IT, business and vendors.

PRAGUE, CZECH REPUBLIC

2010 – 2019

### ONLINE PROJECT LEADER GTS ALIVE

Planning, coordination and supervision of all activities related to the design, development, implementation and support of custom B2B & B2C applications. Development of websites, e-shop portal, SharePoint intranet and several other web applications.

PRAGUE, CZECH REPUBLIC

2008 – 2010

### WEB DEVELOPER FREELANCER

Web design and PHP/MySQL development of personal, community and corporate websites. Implementation and customization of open-source content management systems and other web applications with emphasis on usability and search engine optimization.

PRAGUE, CZECH REPUBLIC

2005 – 2008

### WEBMASTER SPSE V UZLABINE

Responsibility for the school website during the last two years of study. Updating content on the web, HTML/CSS coding and optimization for different web browsers, developing new functionality in PHP, preparing web graphics and suggesting new improvements.

PRAGUE, CZECH REPUBLIC

2004 – 2006

### LEAD PROGRAMMER HAZARD TEAM

Leader of amateur four-member team developing freeware desktop games. Establishing a core vision for games and managing entire software development life cycle from concept and design to implementation and final release.

UNHOST, CZECH REPUBLIC

2003 – 2004



## EDUCATION

### INF. SYSTEMS AND MGMT.

CZECH TECHNICAL  
UNIVERSITY IN PRAGUE

Software Engineering, Project Management, Law and Business, Information Systems Design, Web Application Design, Managerial Psychology, Accounting and Corporate Finance...

2008 – 2012

### COMPUTER SCIENCE

CHARLES UNIVERSITY  
IN PRAGUE

Algorithms and Data Structures, C++ Programming, Unix Operating Systems, Database Systems, Computer Networks, Automata and Grammars, Computational Linguistics...

2006 – 2008

### COMPUTER SYSTEMS

SPSE V UZLABINE

Computer Systems, Application Software, Electrotechnics, Automatization, Digital Processing, Information and Communication Technology, Engineering Drawing...

2002 – 2006



## CERTIFICATIONS

2020 – SCRUM INTRO (TAYLLORCOX)

2020 – DEVOPS INTRO (TAYLLORCOX)

2019 – GENERAL DATA PROTECTION REGULATION (GDPR)

2017 – WORK TEAM MANAGEMENT (GRADUA-CEGOS)

2015 – SIX SIGMA YELLOW BELT

2015 – DIPLOMA IN OPERATIONS MANAGEMENT

2012 – ITIL FOUNDATION CERTIFICATE IN IT SERVICE MANAGEMENT

2012 – MICROSOFT OFFICE SPECIALIST: SHAREPOINT

2011 – CERTIFICATE IN ADVANCED ENGLISH (CAE) – CEFR LEVEL C2

2011 – PRINCE2 FOUNDATION CERTIFICATE IN PROJECT MANAGEMENT

2011 – MCTS: MANAGING PROJECTS WITH MICROSOFT PROJECT

2011 – IT BUSINESS MANAGER CERTIFICATION

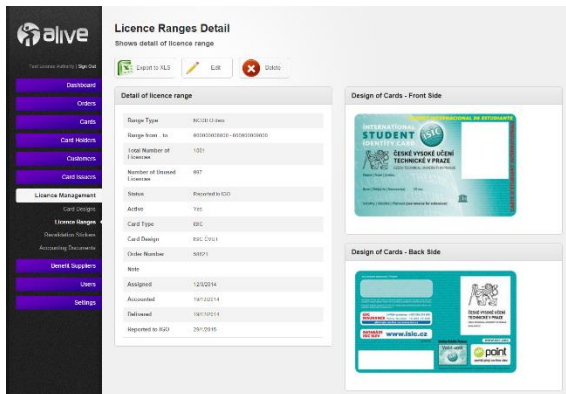




## FEATURED PROJECTS

### NATIONAL CARD DATABASE

Development of custom ERP system that implements the most important commercial, manufacturing and distributional processes. It is used in 34 countries by 1000+ educational institutions and is integrated with a large number of commercial and public service providers. The system manages over 10 million customers.



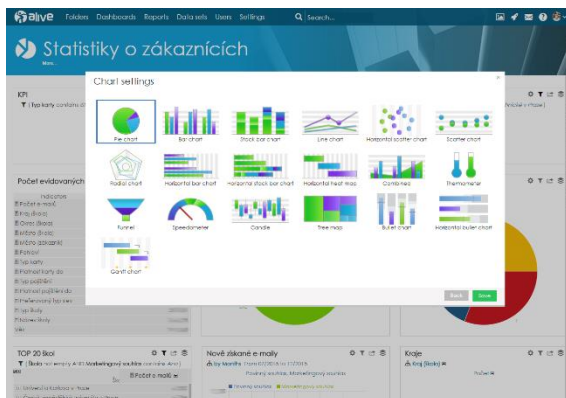
### INSURANCE MANAGER

Design and development of key B2C & B2B application for selling of travel and health insurance online and through appointed agents. The system is fully automated, so customers get the insurance contract immediately after the payment. The application is optimized for mobile devices and supports affiliate sales.



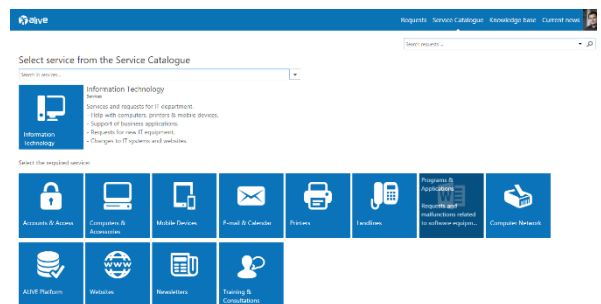
### BUSINESS INTELLIGENCE

Implementation of BI tool transforming raw data from applications, budgets and websites into meaningful and useful information for business purposes. Set-up of KPIs and training of business users to get insight into sales, orders, customers, card usage, stocks etc.



### IT SERVICE MANAGEMENT

Introduction of processes based on ITIL including service catalogue management, incident and problem management, request fulfilment, service asset and configuration management, change & release management. Launch of service desk for the whole group.



### ISIC.CZ WEBSITE

Design and development of new ISIC.cz portal for customers and partners based on the WordPress including the completely reworked database of discounts and newsletter system.

### MICROSOFT CLOUD

Set-up of Office 365 and migration of data from dedicated Exchange and SharePoint servers. Development of new intranet portal and implementation of Microsoft Dynamics CRM.

More info and additional projects I managed can be found at [www.radekklein.com](http://www.radekklein.com).