

GEZA PETRUCSIK

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PROFESSIONAL SUMMARY

Qualified AWS Solution Architect Professional with future development and ongoing experience within the IT Sector and a highly experienced Director within the Customer Service industry. Championing Business and IT initiatives, to improve and refine end-user services to achieve exceptional customer experiences and business growth. Excellent programme management and communication with a passion for process and operational excellence to increase efficiency, drive change and provide revenue-generating solutions. Strategic thinker, combining a wealth of technical knowledge, process improvements and strong Stakeholder relationships, enabling a broad solution and delivery perspective. Highly influential, developing existing client relationships and identifying new opportunities. Proven successful management of large teams across multiple locations, prioritising workloads between individuals and encouraging accountability to enable the prompt and accurate delivery of service to improve overall business performance.

CAREER HIGHLIGHTS

- Successfully design, develop and deliver Amazon Connect solution for a Financial Services within the time frame. Handling over 300 agent and thousands of calls.
- Completed AWS Cloud Practitioner and Solution Architect Associate and Professional exam on the first attempt, using Qwiklabs, Q&A Labs and personal website to gain hands-on experience within AWS Cloud Computing.
- Successfully create fully working AmazonConnect Call Centre, hosting website using only Serverless services.
- Helping students to start their journey within AWS by gaining knowledge and certificating.
- Leading the team to secure the Best Restaurant in Marbella (2018 and 2019), achieved through implementation of strong SOPs, intensive recruitment and training processes to build and develop a professional team, recognised for 10% profit growth annually through team restructuring, menu and supplier reviews and new business development.
- Achieved Employee of the Month, Manager of the Quarter and Manager of the Year while working at Crowne Plaza, London, leading a team of 40, recognised for generating extra revenue through lobby conceptualisation, implementing a new juice bar to capture new customers, restructuring Food & Beverage staffing and achieving 5% payroll savings.

KEY SKILLS

- Amazon Connect Ambassador, Generative AI Essential, AWS Technical Partner, AWS Sales Accredited,
- AWS Certified Solutions Architect - Professional (SAP) Feb 17, 2022
- AWS Certified Solutions Architect - Associate (SAA) May 21, 2021
- AWS Certified Cloud Practitioner (CLF) Apr 30, 2021
- Proficient understanding the Amazon Web Services including but not limited to: AmazonConnect, Lex, CloudWatch, EC2, S3, Lambda, DynamoDB, CloudFront, Route53, API Gateway, IAM, AWS CI/CD tools,
- Highly experienced in leading teams and businesses to transform and revitalise strategies for growth and improvement.
- Professional and managerial exposure across development environments, platforms and technologies.
- Influential motivator, leading high-performing teams, improving culture and development with focus on accountability, customer experience and transformation.
- Advanced Senior Stakeholder relationships, developing networks of professional connections and utilising expertise.
- Identifying advanced technology opportunities that drive service and growth to increase margins.
- Expertise in programme planning, financial forecasting, delivery and product management.
- Full delivery lifecycle experience from strategy formulation to post go-live support.
- Fluent in English and Hungarian with aims to further improve in Spanish and German.

RELEVANT EMPLOYMENT

April 2022 – Present

Tata Consulting Services

Amazon Connect Developer

- Developing a new Amazon Connect Centre for a Financial Services Company with services used but not limited to Amazon Connect, Lambda, DynamoDB, Lex, CodePipeline, BitBucket, CloudWatch, QuickSight.
- Tasks were includes but not limited to creating Contact flows for Customer to Agents as well as Self-Service facilities, Routing Profiles, Queues, Assigning Phone numbers etc.
- Supporting and make improvement on an Amazon Connect Contact Centre delivered for a Bank by a 3rd party company
- Troubleshooting and Supporting and leasing with 3rd party companies
- Reviewing and Optimising the Services for both cost and performance
- Supporting the Junior Team Members
- Leasing with the Stakeholders to ensure we will deliver the best service possible

- Reviewing and Optimising the proposed solution
- Delivering LLD-s, and other relevant documentations
- Connecting AWS Premium support and raise tickets as and when needed.
- Obtained Amazon Connect Ambassador certification, Obtained Amazon Technical Partner certification

March 2021 – Present

Self-Employment

Mentor & Solution Architect

- Currently developing a personal site to showcase both skills and capacity as a Cloud Architect: <https://petrucsik.co.uk/>
- Architecting AWS services to create different project including but not limited to the followings:
 - Lunching S3 bucket hosted Website writing CSS codes. Using API Gateway, DynamoDB, Lambda, Route53, CI/CD for automatization using CodeCommit, CodePipeline, CodeBuild and CodeStar.
 - Deploying a fully working AmazonConnect Call Centre (+441135380153) using, JavaScript, Lambda, S3, DynamoDB, API Gateway, Route53, GitHub,
 - Deploying and Hosting Personal CV on S3bucket (cv.petrucsik.co.uk)
- Report to the AWS certificated Champion instructor, mentoring six students within a class of 30, alongside three mentors for the AWS Academy.
- Assist students with LAB activities, resolving any hardware and software issues, with physical and virtual machines.
- Coordinate with broader teams and professionals to develop key relationships for a competent and capable network, accruing additional expertise and insight during tenure.
- Utilise a variety of hardware and software to meet educational objectives, such as Qwicklabs, QA Labs
- Participate and collaborate alongside students and professionals in seminars to share knowledge and understanding.

June 2021 – April 2022

Mannings Hotel Ltd

Food & Beverage Director

- Report to the Operations Director, assisting to coordinate general business operations, acting deputy in Director's absence to ensure operational excellence.
- Manage a team of 27, coaching and mentoring the team to develop skills and commit to professional growth.
- Oversaw the reopening of the restaurant and bar to the public following an 18-month closure in the wake of Covid-19, ensuring the safety and well-being of staff and customers were maintained throughout.
- Review all Food & Beverage IT requirements, assessing resources available, reallocating printers and POS systems.
- Champion the introduction of customer booking systems, overseeing the implementation into the business.
- Program all back-end functions of the POS system, ensuring its continued efficiency and effectiveness for operation, meeting business and staff needs.
- Planning, creating and developing SOPs and menus with chefs and onsite staff, briefing the broader team on any changes, upcoming plans, proposals and additional information.
- Develop key relationships with stakeholders, external suppliers, licensing authorities and sales representatives to build a network to benefit business operation.
- Utilise interpersonal skills to work closely with public, managing and resolving complaints proactively and positively.

July 2020 – June 2021

Carbis Bay Estate

Interim Restaurants Manager

- Reported to the Hotel Director, improving the restaurants IT functions and capabilities to help meet business objectives.
- Managed a team of 15, coaching and mentoring through development to strengthen business capability.
- Reviewed Food & Beverage IT requirements and current resources, installing reallocating printers and POS systems.
- Implemented a customer booking system across multiple sites, providing all training and guidance.
- Developed ongoing menus and SOPs with chefs and staff to meet business objectives and optimise customer experience.
- Utilised interpersonal skills while working with the public, addressing complaints efficiently and effectively.

April 2017 – December 2019

The Boardwalk Marbella Restaurant

General Manager

- Reported to the Business Owners, ensuring operational excellence, customer experience, business objectives and budget management were met as per the business strategy.
- Oversaw general management, including the sales strategy, budget management, HR compliance and IT functionality.
- Managed a team of 34, coaching and guiding the professional development and overseeing scheduling, training, holiday allocation and addressing sick leave or absences.
- Established and restructured the service standards, SOPs and SLAs to facilitate operational improvements and growth.
- Planned and presented business plans, implementing to deliver on key business targets and encourage growth.
- Reported changes and updates, ROIs, KPIs and additional data to influence future business strategies and policies.
- Managed administration and backend operation of the restaurant, including budgets, stock control and record keeping to safeguard general operation of the business. Maintained key relationships with suppliers and local communities to further extend business reach and network to facilitate beneficial business deals.

September 2016 – April 2017

Deputy Manager

Eliot O'Callaghan Hotel

February 2015 – September 2016

Operations Manager

Crowne Plaza, Solihull

June 2013 – February 2015

Food & Beverage Manager

Crowne Plaza, London

December 2012 – June 2013

Assistant Manager

Crowne Plaza, London

September 2011 – December 2012

Bar Supervisor

Vista (The Trafalgar Hilton)

EDUCATION

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| • 2023: Level 3 Basketball Coaching | Basketball England |
| • 2022: Azure Cloud Fundamentals | Milton Keynes Collage |
| • 2022: AWS Solution Architect Professional – Certificated | Optima IT |
| • 2021: AWS Solution Architect Associate - Certificated | Optima IT |
| • 2021: AWS Cloud Practitioner - Certificated | Optima IT |
| • 2020: EQF Level 5 Diploma of Leadership & Management | Shaw Academy |
| • 2010: Sport Management | Eszterhazy Karoly College |

INTERESTS

- Former professional basketball player, with previous experience leading teams during matches to motivate and rally players to perform well.
- Coaching young kids from age 6-16 in Basketball
- Currently developing a personal site to showcase both skills and capacity as a Cloud Architect: <http://petrucsik.co.uk/>