

# MACIEJ GŁOWNIA

TECHINICAL BUSINESS ANALYST

## PERSONAL PROFILE

Experienced Technical Business Analyst working closely with clients and IT teams to translate business requirements into actionable solutions. Skilled in requirements analysis, project delivery, and understanding technical constraints.

## WORK EXPERIENCE

### Business Analyst

*Billtrust (Fintech – AR Automation) [Mar 2025 - now]*

#### • Business Analysis

- Translating customer needs into clear requirements, technical specifications, and templates.
- Bridging business needs and technical capabilities to ensure seamless implementation.
- Validating complex data files and mappings for accuracy and compliance.
- Collaborating with the Project Manager to conduct projects from intake to go-live.
- Configuring backend application components based on client data (e.g., ERP integration).

**Stack:** Jira, Confluence, XML, SQL, ERP, Salesforce, Clarizen, M365.

### Technical Business Analyst / Software Engineer

*XTMIXTRF (Translation Management Systems)*

*[Jun 2023 - Feb 2025]*

#### • Business Analysis

- Captured stakeholder requirements and documented technical specifications.
- Defined system components from inception to completion.
- Authored test cases and user stories to ensure clarity and alignment.

#### • Software Engineering

- Built and optimized Spring Boot applications in Java.
- Maintained and enhanced Groovy scripts.
- Customized frontends with JavaScript and Angular.
- Applied BDD for structured testing.
- Developed an internal test automation tool (TF).
- Conducted API testing with Postman.

#### • Team Support & Workflow Optimization

- Automated workflows with Bash scripts.
- Mentored and supported new team members.

**Stack:** Jira, Confluence, Coda, Miro, Java, Groovy, SpringBoot, JavaScript, Angular, Git, REST API, Swagger, Insomnia, GCP.



## CONTACT

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## TOOLS/TECHNOLOGIES

- Jira
- Confluence
- drawi.io
- Miro
- Postman
- Git
- Github
- AWS
- XML
- REST API
- SQL
- UML
- Java
- Groovy
- Spring Boot
- Android Dev

## SOFT SKILLS

- Communication
- Patience
- Adaptability
- Problem-Solving
- Empathy

## LANGUAGES

- Polish - native
- English - B2/C1

## Software Engineer

*Infor (ERP Software Solutions) [May 2022 - Jun 2023]*

- **Business Analysis**
  - Gathered stakeholder requirements and prepared test cases.
- **Software Engineering**
  - Delivered mobile app features.
  - Executed unit, end-to-end, and UI testing.
  - Performed manual testing on emulators and real devices.

**Stack:** Java, Kotlin, Android, REST API, AWS, Firebase, Figma, Miro, Postman, Jira, Confluence.

## IT Support Specialist

*Capgemini (IT Services & Outsourcing) [Feb 2022 - Apr 2022]*

- **Technical Support**
  - Assisted clients with network and application issues.
  - Resolved service requests across workstations, servers, printers, networks, and software.
  - Managed user accounts to ensure secure access.

**Skills:** Communication, Customer Service, Support IT, ServiceNow.

## PERSONAL PROJECTS

### Programming / Analysis

- Explore my GitHub portfolio for diverse projects showcasing my programming journey and development research.
- Each project includes a detailed README with insights into its purpose, implementation, and outcomes.

## CERTIFICATES

- [Writing Effective Requirements and User Stories](#)
- [UML: Complete Guide](#)
- [BPMN for BA](#)
- [MongoDB](#)
- [Jenkins & CI/CD](#)
- [OO Design](#)
- [Spring Boot 3](#)
- [RESTFUL APIs using Kotlin and Spring Boot](#)

## EDUCATION

- Postgraduates in Evidence Law, Jagiellonian University
- Masters in National Security, Jagiellonian University

## INTERESTS

- Playing guitar

## GDPR

I consent to the processing of personal data contained in this CV for recruitment purposes.