

# BOGLARKA PACZARI-HORVATH

AI-Augmented Process Transformation Lead

Certified ITIL, 6Sigma & Lean Business Process Improvement Expert

€ 1.1 M+ documented cost savings | 15+ FTE savings via automation

14+ years at S.W.I.F.T, NTT, BT — operationalising AI in regulated Tier-1 enterprises

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## PROFESSIONAL SUMMARY

AI-augmented Process Transformation Lead, who **brings production AI into regulated Tier-1 enterprises — fast enough to ship, careful enough to pass audits**. 14+ years at S.W.I.F.T., NTT, BT, T-Systems, with **€ 1.1M+ in documented direct cost savings**: € 700k+ license consolidation at NTT, 50% incident-volume reduction at BT, and 60% documentation-time savings at S.W.I.F.T via AI-assisted source-code + API analysis. Operates daily on Claude Code CLI + MCPs, ChatGPT Enterprise, Microsoft Copilot Studio, Google Antigravity, n8n automations, plus Celonis and SAP Signavio for process mining. EU AI Act fluent. Booking remote contract and interim mandates at Head-of-AI, Process Transformation Lead, or Senior Business Analyst / Team Lead level.

## KEY ACHIEVEMENTS

- **€ 1.1M+ Total Documented Cost Savings** across S.W.I.F.T, NTT, and BT
- **60% Time Savings on Technical Documentation** — AI-assisted analysis of source code + API design docs
- **15-20% Process Efficiency Gains** consistently across multiple companies
- **15+ FTE Equivalent Savings** via automation
- **50% API Reduction (projected, 2026 target)** — endpoint redesign at S.W.I.F.T

## PROFESSIONAL EXPERIENCE

### Functional Lead — E-form Optimization & API Integration

S.W.I.F.T. | Belgium (Remote) | September 2025 – Present

- **Managed team of 3-5** driving E-form optimisation and API consolidation in Tier-1 financial-messaging transformation program
- **50% API Reduction (projected, 2026 target)** — redesigning endpoints to cut complexity and maintenance overhead
- **60% Time Savings on Technical Documentation** — built an AI-assisted documentation workflow that ingests source code + API design specs and produces trusted, management-friendly technical documentation post-API-change. Result: documentation that engineering, product and audit stakeholders all signed off without rework.

### Senior Order Fulfilment Business Analyst & Process Optimization Lead

S.W.I.F.T. | Belgium (Remote) | October 2024 – September 2025

- **20% Productivity Improvement** — standardised order-to-cash product workflows by replacing manual, non-standard handling with modular processes and API-driven automation
- **15% Process Efficiency Increase** — built on the standardised workflow foundation to migrate order-to-cash processes from SAP S/4HANA to PEGA, enabling end-to-end orchestration with reduced manual rework and shorter cycle times.

### Process Transformation Consultant — AI & Lean Six Sigma

InnovateIT Consulting (Own Consultancy) | Remote | September 2024 – Present

- **Strategic process-optimisation** consulting using Six Sigma, Lean and Agile for global clients
- **AI-augmented BPM advisory**: process mining (Celonis, SAP Signavio), LLM-assisted SOP extraction, and governance framing (EU AI Act)
- B2B engagement vehicle for single-client deep transformations (12-18 months)

### Principal Business Operations Specialist

NTT Ltd. | UK (Remote) | November 2022 – September 2024

Led cross-functional process improvement initiatives utilising Six Sigma and Lean best practices to define and implement the division's target operating model across the Opportunity-to-Cash value stream.

#### Strategic Projects:

- Migration of billable change-order process from legacy ERP to SAP S/4HANA
- Operationalised variable billing with standardised rating and metering process
- Process owner for 10+ standardisation projects across Opp2Cash

#### Key Achievements:

- **2 FTE Savings** — removed data validation cycle and waiting time from monthly invoicing
- **20% Decreased Waiting Time** — implemented Case Management workflow for order intake
- **EUR 500k+ License Cost Savings** — merged 3 enterprise processes and retired legacy tools

## Agile Deployment and Adoption Lead

British Telecom | Hungary | September 2021 – November 2022

Owned Agile delivery for the **Deal Management / Order Management workstream within BT Enterprise** — translated business requirements into sprint-ready user stories, tracked adoption KPIs across **2–3** stakeholder groups, and led tool rollouts with measurable adoption gates.

- **20% Process Efficiency Uplift** — reduced lead times through workflow automation and orchestration in Deal Management
- **25% Reduction in Manual Tasks** — identified and removed non-value-added activities
- **21% Adoption Rate Increase** — drove PEGA workflow adoption through targeted user engagement

## Business Improvement Specialist

British Telecom | Hungary | October 2015 – September 2021

Designed and optimised internal and client-facing ITSM processes. Established the MI framework as MI Lead in a major transformation programme. Directed automation projects to enhance efficiency and service quality.

- **\$100k+ Annual Savings** — automated internal ticket quality check (10 FTE reduction)
- **50% Incident Ticket Volume Reduction** — strategic process redesign for hung-line check cases
- **3 FTE Savings** — analysed and optimised client's field-services process

## Business Operations & Service Chain Operations Manager

T-Systems | Hungary | October 2011 – October 2015

Managed **4 operations teams (20–30 FTE)** delivering ITIL-managed IT services to enterprise clients across **EMEA**. Owned feasibility studies, business cases, and financial/capacity planning for new client onboardings.

- **Successful KONE onboarding** — operational onboarding and ongoing management
- **30% Reduction in Client Escalations** — implemented cross-functional collaboration and reporting framework
- **10% Decreased Delivery Time** — first Six Sigma project in Order Management (Greenbelt accreditation)
- **CMDB Improvement Project** — launched and defined scope for division's data quality initiative

## TECHNICAL SKILLS

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**Enterprise AI Platforms:** ChatGPT Enterprise, Claude Projects, Microsoft Copilot Studio, Celonis EMS, SAP Signavio Process AI, Azure OpenAI Service, OpenAI API, Anthropic API

**Agentic AI & Model Context Protocol (MCP):** Claude Code CLI, Anthropic SDK, MCP servers, Google Antigravity, n8n workflow orchestration, CLI-based AI workflows

**AI Governance & Risk:** EU AI Act mapping

**ERP & Workflow Platforms:** SAP S/4HANA, PEGA, ServiceNow

**Process & Design Tools:** ARIS, Visio, Miro, Mural, Confluence

**Project & Agile Management:** Jira, Confluence, MS Project

**Analytics & Business Intelligence:** Power BI, Qlik, Excel (Advanced), Minitab

**Methodologies & Frameworks:** Lean Six Sigma (Green Belt), ITIL (Service Operation, Service Transition, Continual Service Improvement), Agile, PRINCE2, DMAIC, Change Management

## CERTIFICATIONS

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- Six Sigma Green Belt — T-Systems
- PRINCE2 Foundation — AXELOS
- Lean Practitioner — BQF
- Change Management Practitioner — BQF
- Business Architect — QA Ltd
- ITIL Service Operation — EXIN
- ITIL Continual Service Improvement — EXIN
- ITIL Service Transition — EXIN
- LeanIT & Business Architecture — BCS
- Enterprise Architecture Foundations — LinkedIn
- Celonis – AI Foundation

## EDUCATION

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**Bachelor's Degree in Economics — Tourism and Travel Services Management**

Budapest Business University | 2006 – 2010

**Erasmus Exchange — Tourism Management**

Hochschule Heilbronn, Germany | 2009 – 2010

## LANGUAGES

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English — Full Professional | German — Intermediate | Hungarian — Native