

BOGLARKA PACZARI-HORVATH

Certified ITIL, 6Sigma & Lean Business Process Improvement Expert
Senior Business Analyst & Agile Process Transformation Lead

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With 14+ years' experience in the ICT industry, I specialize in driving digital transformation and process improvement initiatives that save costs and enhance efficiency. Delivered operational excellence including \$500k+ annual savings, operational efficiencies, and enhanced business performance leveraging Lean, Six Sigma, and Agile frameworks. 5+ years of remote work experience leading global teams to success in distributed environments.

CORE COMPETENCIES

Digital Transformation • Business Process Improvement • Continuous Improvement • Lean Six Sigma • Agile SDLC
• Business Analysis • Change Management • Process Automation • Telecom & FinTech • Remote Team Leadership
• SAP S/4HANA • PEGA • AI Tools • Jira • Confluence • ARIS • Miro • Power BI • Qlik • Microsoft 365

PROFESSIONAL EXPERIENCE

S.W.I.F.T.

Senior Order Fulfilment Business Analyst & Process Optimization Lead

Belgium, Remote

2024 – Present

- I spearhead the **optimization of order processing workflows** to enhance efficiency and customer satisfaction.
- **Leveraging data analytics and cross-functional collaboration**, I implement strategies that streamline operations and drive continuous improvement.

Key achievements:

- Designed optimized future-state workflows, enhancing clarity, compliance, and efficiency, leading to an estimated **20% improvement in productivity** post-transition.
- Delivered a **15% increase in process efficiency** by migrating the fulfilment workflows from S4HANA to PEGA.
- Implemented business APIs to drive enhanced process automation, improving operational efficiency and **reducing manual intervention by 20+%.**
- Conducted the functional analysis of a customer-facing application, clearly defining dependencies and minimizing implementation risks, which will result in **significant reductions in processing delay.**

NTT DATA LTD.

Principal Business Operations Specialist

UK, Remote

2022 – 2024

- **Led Cross-Functional Process Improvement Initiatives** by utilizing 6Sigma and Lean management best practices to define and implement the division's target operating model, standardizing processes across the Opportunity to Cash (Opp2Cash) value stream.
- **Managed multiple strategic initiatives**, such as:
 - **Defined and implemented the target change order process** for the US legal entity to enable the migration from the legacy ERP to SAP4HANA.
 - **Defined and implemented a standard process for rating & metering** to ensure the accurate data feed to SAP4HANA and operationalize variable billing.

Key achievements:

- **2 FTEs savings** by removing the data validation cycle and waiting time from the Invoicing process by replacing the legacy ERP to SAP4HANA.
- **Decreased waiting time by 20%** through implementing the Case management workflow for order intake.

BRITISH TELECOM

Debrecen, Hungary

Business Improvement Specialist & Business Analyst

2015-2022

- **Identified and led multiple process optimization initiatives** to enhance operational efficiency.
- **Contributed to the Agile development, testing and implementation of PEGA Bid workflow** to streamline the Opportunity to Order value stream as Business analyst.
- **Established and managed the Management Information Reporting framework** of the company's strategic transformation program as MI Lead.
- **Coached Operations teams** to get CI accreditation as Business Improvement Specialist.

Key achievements:

- **Reduced lead time of bid proposal creation by 17%** and **administrative tasks by 14%** for the Solution Design team through process automation.
- **Increased PEGA adoption rate by 21%** for the Security Bid team by enhancing the feedback process.
- **Delivered \$100K+ annual savings** by automating ticket quality checks (**10 FTE reduction**).
- **Saved 3 FTEs worth of effort** by automating the client's field services process.
- Prevented rollout of non-viable diagnostic tool, **saving \$30K in annual licensing** after 3-week pilot test.
- **Reduced incident ticket volume by 50%** through process redesign in case of hung-line checks.

T-SYSTEMS

Debrecen, Hungary

Business Operations & Service Chain Operations Manager

2010 – 2015

- **Managed 4 cross-functional ops teams** and collaborated with Account Managers to ensure SLA compliance.
- **Oversaw operational readiness and quality gates** to ensure compliance with contractual obligations and client expectations.
- **Executed financial and capacity planning** for new opportunities.

Key achievements:

- **Led the operational process onboarding and management of the customer KONE**, ensuring smooth integration and ongoing operational excellence.
- **Reduced client escalations by 30%** through effective reporting and cross-functional coordination.

EDUCATION

- **Budapest Business University** – BCS Economics, Tourism & Catering (2006 – 2010)
- **Hochschule Heilbronn (Erasmus Program)** – Tourism Management (2009 – 2010)

CERTIFICATIONS & SKILLS

PROFESSIONAL CERTIFICATIONS:

6Sigma Greenbelt Certification – T-SYSTEMS • Prince 2 Foundation – AXELOS • Business Architecture Professional, Business Analysis Foundation – BCS • Lean Practitioner, Change Management Practitioner – BQF • Enterprise Architecture Foundations, Business Process Improvement – LinkedIn • ITIL Service Operation, ITIL Continual Service Improvement, ITIL Service Transition – EXIN

LANGUAGES: English (Professional) • German (Intermediate) • Hungarian (native)