FILIP FREY

SENIOR BUSINESS ANALYST | ANALYTICS & INSIGHTS PROFESSIONAL
BUSINESS TRANSFORMATION | DATA GOVERNANCE

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Kraków, Poland Polish

SUMMARY

Senior Business Analyst with 4+ years at GE HealthCare in **data governance**, **analytics** and **business transformation**. Directed the migration of 1.5M+ Install Base records for two Salesforce ServiceMax rollouts, keep EMEA data quality above 90% and cut processing time by 70% in key workflows. Engineering background (MEng Computer Science) and hands-on SQL, Python and Power BI, used to turn business needs into KPI frameworks, governed processes and tools that teams adopt.

EXPERIENCE

Sr Business Analyst – Digital Field Service Install Base
07/2024 – 12/2026
GE HealthCare — Kraków, Poland

- Directed migration of **1.5M+** legacy CRM Install Base records ahead of two enterprise Salesforce ServiceMax rollouts, shortening cutover and limiting customer impact
- Scaled the data operations process behind **500k+** new Install Base records a year across EMEA (over 70% of total volume), cutting processing time by 70% in selected workflows
- Rolled out an internal Power BI dashboard for data quality monitoring and alerting which, together with new SOPs, kept data quality consistently **above 90%**
- Designed KPI frameworks and expanded the data governance architecture, turning business needs into technical requirements and metrics for leadership decisions
- Partnered with business directors to maintain Install Base processes and resolve customer complaints

Information Technology Development Program (ITDP)
07/2022 – 07/2024
GE HealthCare — Kraków, Poland

Technical Product Software Asset Management TPM
09/2023 – 07/2024

- Centralised **1,000+** software contracts scattered across the company and chartered a software spend database, replacing manual tracking with a system integrated with procurement tools
- Chartered a unified software onboarding workflow, applying Lean principles to align requirements across SAM, Sourcing, Enterprise Architecture, Security and Finance
- Delivered a compliance-driven migration of a business-critical application used by **1,500 users** across 30 accounts, reducing transition risk for a core enterprise system

Manufacturing Data Solutions TPM
02/2023 – 09/2023

- Identified and co-developed an AI-powered product quality solution for manufacturing, speeding up defect detection and contributing to **$0.5M+** annual savings
- Grew adoption of an analytics-based root cause analysis tool by working directly with manufacturing stakeholders to prove its business value
- Led a 2-day on-site workshop uniting the IT and local business teams, building strong working relationships and a clear project framework that delivered a value-adding **MVP1 in 8 months**

Pricing & Profitability TPM
07/2022 – 02/2023

- Led end-to-end delivery of a Salesforce sales compensation estimator, the company's first tool letting frontline sellers estimate their own pay
- Coordinated communication to frontline sales teams for a business-critical rollout, getting compensation plans out **three weeks** ahead of schedule

FPGA Modelling Engineer Working Student
05/2020 – 07/2022
Nokia Solutions and Networks — Kraków, Poland

- Improved the accuracy of 5G system models by analysing technical specifications and engineering documentation
- Wrote and maintained MATLAB and Python scripts for system modelling and simulation

KEY ACHIEVEMENTS

- **Leadership Recognition:** Twice received the GE HealthCare Impact Award for delivery on key digital initiatives in business and IT organisations
- **AI & Cost Savings:** Identified and co-developed an AI-powered manufacturing quality solution delivering $0.5M+ in annual operational savings
- **Process Efficiency:** Cut processing time by 70% in selected ServiceMax Install Base processes by streamlining governance frameworks and operational workflows
- **Commercial Enablement:** Drove finalisation, rollout and communication of sales compensation plans to frontline teams three weeks ahead of schedule
- **Independent Product Build:** Single-handedly designed, built and launched *volleysignup.pl*, replacing the volleyball club's manual admin with an automated sign-up platform



EDUCATION

MEng. Computer Science in Control and Management
AGH University of Science and Technology
Kraków, Poland 10/2017 – 07/2022

BEng. Automation Technology and Robotics
AGH University of Science and Technology
Kraków, Poland 10/2017 – 01/2020

Innovative and Interdisciplinary Engineering *(student exchange)*
Universitat Politècnica de Catalunya
Barcelona, Spain 10/2021 – 01/2022

SKILLS

Analytics & BI
SQL • Python (pandas, scikit-learn, matplotlib) • Power BI (DAX, Power Query) • Excel • Alteryx • KPI Design • Data Visualisation • Root Cause Analysis

Data Governance
Data Quality Management • Data Migration • Data Modelling • Governance Frameworks • Operational Monitoring

Business Analysis
Requirements Definition • Process Improvement • Gap Analysis • BPMN & Process Mining • UML • SOP Documentation

Platforms & Tools
Salesforce CRM • ServiceMax • ServiceNow • Jira • Confluence • Git • Claude Code • MS Copilot

Delivery & Change
Stakeholder Management • Change Management • Agile / Scrum • Lean • Strategic Planning

ASSOCIATIONS

Klub Sportowy Dragon Balls Kraków
04/2026 – present

American Chamber of Commerce AmCham Poland
2023 – 2024 · 30 Under 30 Program Member

Electrical Engineering Students' European Association
2018 – 2022

European Youth Parliament Poland
2016 – 2019

CERTIFICATIONS

- PSPO I — 2022
- Lean Six Sigma — in progress
- ITIL v4 — in progress

LANGUAGES

Polish	Native
English	Fluent
Spanish	Intermediate
French	Intermediate

INTERESTS

- Skiing, volleyball & outdoor sports
- Travelling, foreign languages & cuisine
- Science & politics