# A. Krisztina Juhász

ITSM PROCESS CONSULTANT · SERVICE TRANSFORMATION & CHANGE ENABLEMENT · ITIL TRAINER · ITIL 4 STRATEGIC LEADER

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## PROFILE

ITSM process consultant and ITIL trainer with **9+ years** in global, matrixed organisations across banking services, automotive and manufacturing. I build and redesign IT service management practices **from zero** and lead the **organisational change around them**, aligning leaders and teams across regions. I make sure the process also works in the tool (Jira Service Management, Azure DevOps, ServiceNow), and I train people so the new way of working holds. Open to contractor engagements: hybrid in Hungary, remote across the EU.

## CORE SKILLS

ITSM process design and implementation (ITIL 4) · Change Enablement and CAB · Incident, Major Incident and Problem Management · root cause analysis · Service Request and Knowledge Management · Service Level Management and service reviews · Configuration Management (CMDB) · organisational change and stakeholder management · operating model and RACI design · maturity assessment and improvement roadmaps · audit-ready processes (ISO/IEC 27001) · training and workshop facilitation · ITSM and DevOps integration · Scrum and Kanban

## PROFESSIONAL EXPERIENCE

### Business Consultant | Service Management & Process Lead

Oct 2024 – Nov 2026

**SMP Solutions · Budapest**

*SaaS/PaaS cloud platform service for a banking client.*

- **Built Incident, Major Incident, Problem, Change and Request Management from zero** to running operations, in line with ISO/IEC 27001, 27017 and 27018; the setup handled about 1,000 tickets in its first six months.
- Designed the support model with L2/L3 resolver groups and RACI, and the customer–provider–supplier collaboration model; coordinated six delivery and operations teams without direct authority.
- **Built a Quality Gate between Azure DevOps and Jira Service Management**: code is merged only after an approved change, creating a traceable chain from code to CAB approval.
- Introduced CAB for internal and external vendor releases and ran monthly service reviews with KPI dashboards.
- **Atlassian administrator** (Jira Cloud, JSM, Assets, Confluence): built the portal, workflows and automation, and a Jira Assets CMDB for Azure resources synchronised daily from ARM.

### IT Manager — Global Change Enablement

May 2023 – Oct 2024

**KOSTAL Group · Budapest**

*Global automotive supplier, international matrix organisation.*

- **Built Change Enablement from an uncontrolled state**: ITIL maturity assessment, improvement roadmap presented to the Demand Management Board, and tracked delivery.
- **Advised the new CIO on unifying four regional IT organisations**; reduced resistance through recognition and transparency in the CAB and in-person workshops.
- Delivered global training on the new change process for teams in Germany, Mexico and China; automated the approval flow between OTRS and SharePoint via API.
- Mapped the customer journey and introduced a Customer Satisfaction Tracker.

### IT Service Manager

Apr 2021 – Apr 2023

**Celanese · Budapest**

*Global chemical and specialty materials manufacturer.*

- Managed end-to-end ITSM processes and key ServiceNow modules; improved the change process based on KPIs.
- **Ran a mature Knowledge Management practice** with article owners, annual reviews and quality measurement.
- Optimised ServiceNow for resolver groups and led platform version upgrades.

### IT Operational Process Coordinator — Major Incident & Change

Aug 2019 – Apr 2021

**Celanese · Budapest**

- **Chaired a multi-regional CAB** covering the Americas, China and Europe.
- Coordinated major incidents, root cause analysis and CMDB data clean-up.

### First Line Analyst | Service Desk Process Trainer

Mar 2017 – Aug 2019

**Computacenter · Budapest**

- Designed and delivered a 10-day onboarding programme for new analysts; multilingual support in Italian, English and Hungarian.

## CERTIFICATIONS

**ITIL 4 Strategic Leader · ITIL 4 Specialist** — High-velocity IT; Drive Stakeholder Value · **ITIL 4 Foundation**
**Microsoft Certified: AI Business Professional** (AB-730) · **Microsoft Certified: Azure Fundamentals** (AZ-900)
**ServiceNow Certified System Administrator** (CSA)

## TOOLS

Jira Service Management · Jira Assets · Jira Automation · Confluence · Azure DevOps · ServiceNow · OTRS · Articulate 360 · Microsoft 365 and Copilot

## EDUCATION

**Bachelor's degree (BSc) in Management** — Business Leadership · 2023 – 2026
“Varsovia” University of Business and Applied Sciences · Thesis: Strategic workshops with a creative leadership approach

**Law studies** (not completed, 270 of 300 credits) · University of Miskolc · 2010 – 2017

## LANGUAGES

**Hungarian** — native · **English** — full professional · **Italian** — full professional · **Spanish** — elementary