



# Lukáš Navrátil

## Employment History

### IT Manager for EMEA region

NOVEMBER 2023 – FEBRUARY 2024

at **HCL Technologies Ltd.** International corporate focused o Software services; Information Technology Services; and Business Process Outsourcing Services. Aprox. 240 000 employees and revenue of \$11.2B (2022) [hcltech.com](https://www.hcltech.com)

- Job title: IT DSS Manager for EMEA region
- Teams scope: Czechia, Slovakia, Germany, Belgium, England, Ireland
- Daily Tasks: Productivity reports, workload evaluation, service tickets assignment, prioritization, standup meetings
- Goals: increase the end-user satisfaction, review processes, focus on incident/request backlogs, increase efficiency, team development, team motivation
- Utilize: automation expertise, ITIL methods, leadership experience

*Employment terminated by the employee within probation period.*

### Self-Employed

JANUARY 2023 – PRESENT

Even though I started my freelance career in 2015, I wasn't really committed to it. However, 2023 was not like that. I relocated to the Spanish island of Islas Baleares and lived there for a year. I was working remotely to provide IT services & Data analysis and doing on-location photo production in ES. Learn more about my business at [www.lukasnavratil.cz](https://www.lukasnavratil.cz)

- IT Consultant: automatizations, process reviews, utilizing ITIL, increasing productivity
- Platforms: Google Workspace, Microsoft Office, O365, Azure
- Data Analysis: PowerBI, PowerQuery, Excel, VBA
- Web & Graphic Designer: web designes, e-shop designes, posters, ads, photoshop
- Professional Photographer: contractor for production company

**Self-employment is still active to this day.**

### IT Application Specialist

JUNE 2022 – SEPTEMBER 2022

at **Mercedes-Benz Trucks** <sup>Česká republika</sup> Direct division of the German car manufacturer Mercedes-Benz (Daimler AG) that specializes in the production of trucks. Company net income 118M CZK at 2021. [mercedes-benz-trucks.com](https://www.mercedes-benz-trucks.com)

- Job title: IT Application Specialist
- Platforms: AD, DNS, DHCP, O365, Powershell, CMD, Windows Servers, ServiceNow
- Creating: Automation flows, CFT flows, Process flowcharts, Infrastructure designs
- Responsibility: Owner of key Mercedes IT applications for employees
- Processes: ServiceNow, CMDB, Knowledge base, ITIL methods

*Employment terminated by the employee due to health reasons.*

## Details

Czech Republic [EU]

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## NATIONALITY

Czech

## Languages

Czech

English

Slovak

German

## Skills

Creativity

Adaptability

Time Management

Ability to Work Under Pressure

Problem Solving

Leadership

Communication

Data Analysis

## Links

[LinkedIn](#)

[ITIL Certificate](#)

[lukasnavratil.cz](https://www.lukasnavratil.cz)

[Linktree](#)

## IT Manager for Czechia and Slovakia

SEPTEMBER 2021 – MAY 2022

at **BNP Paribas Personal Finance SA, odštěpný závod** Subsidiary of the French multinational banking group BNP Paribas, focused on providing consumer credit and personal finance services. Company net income 290M CZK at 2019.  
[personal-finance.bnpparibas](https://personal-finance.bnpparibas)

- **Job title:** Manager of IT 1st Line Support for Czechia and Slovakia
- **Goal:** Take over and lead IT support team from Slovak branch
- **Team:** + 3 full-time employees (summary: 12 full, 3 part)
- **Responsibility:** same as in Czechia, described below

## IT Manager for Czechia

JULY 2019 – AUGUST 2021

at **BNP Paribas Personal Finance SA, odštěpný závod**

- **Team:** 9 full-time + 3 part-time subordinates, leadership and motivation (5 successful promotions in my team)
- **Responsibility:** Management and prioritization of IT incidents, Prioritization and escalation, Business owner of IT requests, KPI & SLA & OLA & UC and PowerBI controlling, Managerial accounting, Invoices, Contracts, RFP, RFI
- **Budget responsibility:** 4.5M CZK
- **Management role:** Small IT projects (BYOD, MDM, MS Teams, IAM), IT tenders (Procurement), Construction IT projects (new server room, new UPS, new hall air conditioners)

## IT Specialist

JANUARY 2018 – JULY 2019

at **BNP Paribas Personal Finance SA, odštěpný závod**

- **Team:** responsibility for 2 part-time employees
- **Key activities:** Powershell and CMD scripting, work in UNIX based OS, Administration of AD, DNS, DHCP, O365, Administration in Cisco Unified CM, Windows deployment & patching (WDS + WSUS), MDM management and editing of iOS work profiles, IT HW management, VMware virtualization, Oracle Virtualbox, Citrix XenDesktop + XenApp, Work in CMDB, Expert knowledge of the MS Office (incl. VBA)

## Education

### Bachelor Degree, Unicorn University

2016 – 2018

Focus on Economics and Management with Specialization in ICT. Micro and macro economics, mathematics, web interface, business IT technologies. Bachelor degree not completed. [unicornuniversity.net](https://unicornuniversity.net)

## Courses

### ITIL 4 Foundation Certificate, Axelos Global

2019 – 2019