

Marcel Kenner

System & Business Analysis | Enterprise Platforms

Poznań, Wielkopolskie, Poland



PROFESSIONAL SUMMARY

Business and System Analyst with 5+ years of experience translating complex business needs into clear, implementable solutions across discovery, design, delivery, rollout and support. Experienced in insurance, ESG, customer portals and enterprise platforms. Supports AI enablement through AI assistants, RAG-based solutions and business-facing workflow improvement. Combines business analysis, system integration thinking and multilingual stakeholder communication.

CORE COMPETENCIES

AI adoption and enablement · AI use case discovery · Business analysis · Requirements engineering
· Workflow and process improvement · System integration design · API-based solution design
· Stakeholder management · Backlog and delivery support · Process and knowledge documentation
· UAT and rollout support · Multilingual communication

PROFESSIONAL EXPERIENCE

System / Business Analyst

Apr 2024 - Present

ERGO Technology & Services · Warsaw, Poland (Remote)

Insurance technology organisation delivering bancassurance, life insurance, ESG and customer portal initiatives, alongside internal AI enablement work.

Lead end-to-end analysis for insurance and internal AI initiatives, translating business goals into scope, user stories, functional specifications and test scenarios.

Identify AI-supported workflow opportunities and shape practical internal use cases with measurable operational value.

Define use cases for internal AI assistants and co-design RAG-style flows across distributed data sources.

Design API-based integrations between core insurance systems, front-end applications and supporting services, covering data contracts, business rules and edge cases.

Partner with developers, architects, UX, QA and product owners to validate solutions, support UAT and rollout readiness, and keep delivery aligned with business and regulatory constraints.

Junior System / Business Analyst

Jul 2022 - Apr 2024

ERGO Technology & Services · Warsaw, Poland

Translated business goals into Jira stories, acceptance criteria and functional detail for bancassurance feature teams.

Maintained requirements, process flows and decision context in Confluence so delivery teams had a clear, current source of truth.

Worked with developers, UX designers and architects to refine solution concepts, remove ambiguity and support rollouts.

Led refinement sessions, supported testing and gathered stakeholder feedback to confirm delivered functionality matched expected outcomes.

PROFESSIONAL EXPERIENCE

IT Service Desk Analyst

Jul 2021 - Jul 2022

Sharp Europe · Warsaw, Poland

Supported English-, Polish- and German-speaking users in a 24/7 enterprise environment, handling L1/L2 troubleshooting and escalation.

Worked across Microsoft enterprise environments including Windows Server, Exchange, Office 365, Active Directory and Azure Active Directory administration.

Built a structured knowledge base from scratch, documenting troubleshooting paths and reusable resolution methods.

IT Analyst (First and Second Line Support)

Nov 2019 - Jul 2021

Computacenter · Poznań, Poland

Enterprise support delivery for Airbus Commercial and ITERGO service operations.

Supported Airbus Commercial and ITERGO users across first- and second-line service desks, providing remote troubleshooting, ticket routing and resolver-group coordination.

Supported the Berlin-to-Poznań transition through knowledge transfer, analyst enablement and training for new team members.

Worked with ServiceNow and BMC Remedy while creating knowledge articles and resolving escalated tickets.

LANGUAGES

English - Fluent · German - Fluent · Polish - Fluent

TECHNICAL SKILLS

AI adoption and AI-supported workflows:	AI use case identification · Internal AI enablement · AI assistants · RAG-style workflows · Context-aware knowledge support
Analysis and delivery:	Requirements analysis · Jira epics and stories · Acceptance criteria · Backlog support · Functional specifications · UAT support
Systems and documentation:	API integration design · Data contracts · Confluence · Process documentation · System documentation