Stanislav Ferenc

Data & AI Governance · **Adoption & Change** · **Responsible AI**

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5M+ mobile, internet & TV subscriptions on platforms I supported	**CHF 100k**/month recovered through preventive data-quality controls	**−50%** incidents – task force led without formal authority	**−90%** eBill delivery complaints after root-cause analysis	**20+** years in global matrix organisations

PROFESSIONAL PROFILE

IT professional with 20+ years in complex, global matrix organisations, bridging business, IT and external partners. I translate policies, standards and governance frameworks into practical ways of working that teams actually adopt – with a hands-on foundation in data quality, data reconciliation and data-driven controls across the CRM, billing and provisioning platforms behind more than 5 million mobile, internet and TV subscriptions at Sunrise.

My results come from changing how people work with data, not from tools alone: preventive data-quality controls embedded as standard procedure, cross-functional task forces led without formal authority, and a data-critical migration of 100,000+ customers. I move comfortably between executive status reporting and hands-on coaching.

I build AI governance in practice: in my self-hosted projects I design governed AI – usage caps, full audit logging, customer data scoping and policy-as-code – and I am trained in agentic AI governance and red-teaming, responsible generative AI, ISO/IEC 27001 and IT audit.

LANGUAGES

English	C2
German	C1 comprehension · B2 speaking
Slovak	Native
Czech	C2

CORE SKILLS

DATA & AI GOVERNANCE

Data Quality & Reconciliation · Data Integrity Controls · Responsible AI · AI Risk & Guardrails

ADOPTION & CHANGE

Policy-to-Practice Translation · SOPs & Standards · Training & Knowledge Transfer · Onboarding

LEADERSHIP & REPORTING

Matrix Leadership · Leading without Formal Authority · Stakeholder Management (C-level to Operations) · KPI & Maturity Frameworks

QUALITY & TEST MANAGEMENT

Test Strategy & Governance · Risk-Based Testing · SIT · UAT · Regression · E2E · Defect Management

WORK EXPERIENCE

IT System Administrator

02/2014 – Present

Sunrise Communications AG · Telecommunications · Opfikon / Zürich, Switzerland

- Shifted data reconciliation across CRM, billing and network systems from reactive clean-up to **preventive data-quality controls**; secured team and management buy-in, embedded them as standard operating procedure and recovered revenue of **up to CHF 100k per month** at peak.

- Initiated and led a cross-functional task force after the MFA rollout on the MySunrise portal – aligning business, IT and customer care **without formal authority**; incidents and customer calls cut by **over 50%**, with procedures written for care agents.
- Led the root-cause analysis of undelivered eBill emails across teams and providers; drove the decision to separate transactional and marketing mail pools, reducing reported issues by **about 90%**.
- Drove the final execution of the interbrand migration of UPC Switzerland mobile and customer service platforms – **100,000+ customers** moved in batches over about one year, with data integrity and operational continuity.
- Acted as Single Point of Contact (SPOC) for release projects; managed change by onboarding new systems, processes and releases into production and aligning risks and dependencies with business, IT and vendors.
- Onboarded and upskilled external team members from Infosys, Tech Mahindra and Ceavus – access governance (IAM roles, privileges), VDIs, tools and structured knowledge transfer.
- Standardised incident, problem and change handling; defined ticket and request workflows with BMC Remedy ITSM administrators.
- Operated Amdocs Clarify CRM, Kenan Arbor Postpaid Billing, OPSC Prepaid Billing and SAP RM-CA (FI-CA) across the full application lifecycle – maintenance, upgrades, migrations and recovery.
- Root-cause analysis using logs, audit trails and request/response tracking; controlled, well-documented data corrections with SQL on Oracle.

Consultant

01/2011 – 01/2014

SQS Software Quality Systems (Schweiz) AG · IT consulting · Zürich, Switzerland · client: Swiss telecom operator

- Translated governance, standards and policies into practical project frameworks – test strategy, planning, monitoring and closure across the full lifecycle.
- Led a team in a matrix setup – assigning tasks and roles, coordinating onsite and offshore resources, business departments and external partners.
- Established **KPI reporting, quality gates and Go/No-Go recommendations**; delivered concise executive status reports that raised the right alarms at the right time.
- Applied a risk-based approach, escalated deviations to the PMO and provided effort estimates for binding service offers.
- Designed and delivered training and knowledge transfer for the offshore partner; established project incident management.
- Coordinated system integration, regression, user acceptance and non-functional testing across Waterfall, Agile and hybrid delivery; established test automation practices.

Software Quality Assurance Specialist

06/2008 – 12/2010

Sunrise Communications AG · Telecommunications · Zürich, Switzerland

- Defined QA strategies and standards for CRM, order management and billing projects; coordinated cross-functional teams and external vendors, including offshore teams.
- Maintained the **SOX test library** in HP Quality Center / ALM, supporting regulatory compliance and audit readiness.
- Domain expert for ULL fixed-line products and GSM order handling across Amdocs Clarify, Comptel SAS, Vitria, Comverse Arbor, CDRator and Intershop Enfinity.
- Developed and maintained automated regression tests with Selenium; interface testing with soapUI.

Quality Engineer

04/2007 – 05/2008

Ness Technologies · IT services · Prague, Czech Republic · client: T-Mobile Czech Republic

- Validated specifications and verified CRM and billing changes, including manual billing and CA-based e-stamping of customer bills.
- Developed test strategies, detailed test plans and scenario-based test cases within iterative testing cycles.
- Performed root-cause analysis through audit-trail reviews, request/response tracking and log analysis.

Customer Service Technician

10/2005 – 04/2007

Cegedim · Healthcare & pharma software · Brno, Czech Republic

- Administered server and client components of the application across multiple customer environments.
- Installed, configured and ran data imports and migrations; implemented ETL to map customer data to the target database schema.

SELF-HOSTED PROJECTS

Compliance self-assessment wizard

Working MVP · demo on request

Web application · multi-tenant · self-hosted · 2026 – ongoing

Helps automotive suppliers and their consultants prepare for TISAX® – the information-security label the automotive industry requires across its supply chain. Instead of wrestling with a large Excel questionnaire, assessors are guided control by control, see maturity scores and gaps at a glance, and produce a management-ready executive summary and the official filled-in template with one click. AI assistance drafts answers and explains requirements under strict governance: every AI call is capped, logged and limited to the customer's own data. Designed as a licensable, multi-customer product.

React · FastAPI · PostgreSQL · Docker · LiteLLM · Gemini / OpenRouter · Rego (policy-as-code) · openpyxl · python-docx · GitHub Actions · gitleaks · TISAX / VDA ISA · ISO/IEC 27001

Polling platform

Running locally · demo on request

Full-stack web application · self-hosted · 2026 – ongoing

A platform where communities and organisations run public or private polls and instantly understand the outcome – AI turns raw votes into plain-language summaries and forecasts. Built and operated like a real production service: protected against real-world attacks, continuously tested and monitored. It shows how one person, working with AI coding agents, can deliver a secure, enterprise-grade digital product end to end.

React · FastAPI · PostgreSQL · Docker · ModSecurity · CrowdSec · Authelia · Grafana · n8n · Selenium · Playwright · Cypress · JMeter · GitHub Actions · Gemini

Educational crypto trading bot

Paper & testnet trading · demo on request

Python service · self-hosted · 2026

A learning platform that makes automated trading decisions transparent and controllable before any real money is at risk. Every strategy is proven step by step – from historical simulation to live practice trading – under strict risk limits, and can be monitored and steered from a dashboard or a phone. A hands-on study in disciplined, safety-first delivery.

Python · Docker · SQLite · ccxt · Streamlit · Telegram API · pytest · ruff · GitHub Actions

Self-hosted and running locally – a live walkthrough is available on request.

CERTIFICATIONS

2015 **CompTIA Security+ ce**
CompTIA

2014 **ITIL Foundation in IT Service Management**
AXELOS

2011 **ISTQB Certified Tester – Foundation Level**
ISTQB

2007 **OMG-Certified UML Professional – Fundamental**
Object Management Group (OMG)

EDUCATION

2005 **MSc in Computer Science and Engineering**
Brno University of Technology, Czech Republic

PROFESSIONAL COURSES

2026 **Introduction to Claude Cowork**
Anthropic · Certificate of completion

2026 **Claude Code 101**
Anthropic · Certificate of completion

2026 **Claude 101**
Anthropic · Certificate of completion

2026 **AWS Organizations Getting Started**
AWS Training & Certification · Completion certificate

2026 **Compute Cost Optimization Services**
AWS Training & Certification · Completion certificate

2026 **Generative AI and ChatGPT – Quickstart with Examples**
Packt · Certificate of completion

2026 **Creating with Generative AI: Images, Videos and Prompt Engineering**
Simon Sez IT · Certificate of completion

2026 **Creating with Generative AI: Understanding Artificial Intelligence**
Simon Sez IT · Certificate of completion

2026 **Artificial Intelligence: Challenges and Stakes**
Coorpacademy · Certificate of completion

2026 **Safe & Secure Agentic AI: Governance, Identity & Red-Teaming**
NobleProg · 2-day instructor-led course

2026 **AWS Cloud Practitioner Essentials**
AWS Training & Certification

2012–13 **SQS PractiQ® Advanced Level – Code Analysis, HealthCheck, Performance Testing, Test Automation, Test Management, Functional Testing**
SQS Software Quality Systems

2012 **SQS PractiQ® Foundation Level**
SQS Software Quality Systems

2005 **CCNA 1–2: Networking Basics; Routers & Routing Basics**
Cisco Networking Academy

CONTINUOUS LEARNING

Microsoft Learn 8 learning paths · 44 modules

AI security & identity · Generative AI & agents · Machine learning & MLOps · Data & analytics · Azure fundamentals, governance & containers

Udemy 7 courses completed

- AI Builder: Create Agents, Voice Agents & Automations in n8n
- AI Coder: Complete Claude Code & Coding Agents Course
- ISO/IEC 27001: Information Security Management System (ISMS)
- The Ultimate Dark Web, Anonymity, Privacy & Security Course
- IT Audit – Complete Course: Plan and Deliver IT Audits
- Complete Ethical Hacking and Cybersecurity Course
- ISC2 CISSP Full Course & Practice Exam