

Patryk Popenda

Product Support & Implementation Specialist

Service Delivery · Functional UAT · AI-assisted delivery

Poland · remote work in Europe kontakt@ewwesolutions.work ewwesolutions.work

PROFESSIONAL SUMMARY

Product support and implementation specialist. Since 2022, I have worked at Stefanini in remote L2/L3 support for EMEA sites. I support enterprise users and environments through ServiceNow against SLA targets, including sites with local technicians.

I combine service-delivery experience with AI-assisted implementation work: translating workflows into requirements, validating migrations and user journeys, running functional UAT, coordinating launches and supporting live solutions.

CORE SKILLS

Implementation: workflow analysis · requirements · acceptance criteria · migration validation · production cutover · post-launch support

Product and quality: functional testing · UAT · user scenarios · usability review · user feedback · readiness decisions

Service Delivery: incidents and requests · ServiceNow · SLA · priority/VIP support · Windows · Microsoft 365 · identity · Intune · VPN · software requests in CA ITAM · knowledge base

Working with AI: task and boundary definition · coding-agent coordination · acceptance based on product behaviour and operational evidence

PROFESSIONAL EXPERIENCE

IT Specialist L2/L3

2022–present

Stefanini · enterprise client assignments · EMEA

- Provide remote L2/L3 technical support for EMEA sites, both fully remote locations and sites with local technicians; diagnose issues and coordinate actions through resolution.
- **Rockwell Automation — current assignment, approx. 2.5 years:** user and site support covering Windows, Microsoft 365, identity, Intune, VPN, endpoints and ServiceNow.
- **Hydro — previous assignment, approx. 1.5 years:** remote technical support with VIP coverage; priority ownership of appropriately flagged ServiceNow requests.
- Handle software requests through CA ITAM: check availability, recommend approved alternatives or installation sources, and route paid exceptions through purchasing and approval.
- Work directly with users through remote sessions, calls and written updates, own records through resolution and document repeatable actions in English.

Independent Product & Implementation Projects

2025–present

Ewwesolutions — personal project portfolio label · Poland

- Coordinated a paid CRM and company-site implementation for a Polish IT reseller, from workflow discovery and acceptance criteria through legacy-data migration validation to production cutover and post-launch support.
- Defined and functionally accepted a KSeF 2.0 workflow covering sales-invoice submission, processing status, KSeF identifier, UPO and purchase-invoice metadata synchronisation.
- Ran task-based usability walkthroughs and coordinated implementation, test and review iterations performed by AI agents; accepted results through product behaviour.
- Defined the scope and readiness gates for Quiver — a private lab for an RMM, endpoint-backup and Service Desk platform — and stopped directions without evidenced customer need.

LANGUAGES AND AVAILABILITY

Polish — native · English — fluent professional communication · authorised to work in the EU · available immediately

Way of working: I build software independently, end-to-end, with AI agents as implementation and review tooling. I own problem framing, requirements, solution architecture, functional acceptance, user validation, rollout decisions and operations.