Curriculum Vitae

CV

Name: Jarek (Jarosław) Hartman

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Core stack: Kubernetes (GKE, Tanzu), Docker, GitLab/Bitbucket CI, Terraform/Helm/Kustomize, Grafana/Prometheus, Linux

My Skills

Summary

Jarek has 20+ years in telecom and 15 years in technical leadership, delivering charging/monetization platforms and cloud-native infrastructure at scale. He combines deep telco domain knowledge with hands-on Kubernetes, private/public cloud and DevOps delivery across multiple countries. He leads end-to-end delivery from architecture and automation through migration, performance testing and go-live. He also explores modern automation and AI tooling, including agentic workflows and RAG patterns. Led delivery teams up to 15+ people and coordinated multi-country rollouts.

Work experience

1 **2026 – now**

Amdocs — **Technical Architect** - Leading architecture and platform modernization for cloud-native charging and monetization workloads, with a focus on delivery tooling, release readiness and operational excellence.

2 **2022 – 2026**

MATRIXX Software, Inc. — **Technical Architect** - Responsible for architecture design and planning, installation upgrades, performance tests and upgrades of MATRIXX Convergent Charging & Digital Monetization in cloud-native environments. Designed and implemented DevOps and automation pipelines, including deployment tooling and release/change management practices.

3 **2010 – 2022**

Oracle — **Consulting Technical Manager** - Delivering projects related to Network Charging & Control (NCC), Billing Revenue Management (BRM) and Elastic Charging Engine (ECE). Involved in pre-sales activities (project scoping and quotation).

4 **2006 – 2010**

eServGlobal — **Senior Solution Delivery Engineer** - Integration of Intelligent Networks / VAS infrastructure for fixed and mobile carriers; expert knowledge of Charging Max, Message Max, VoMS, UIP/IVR.

5 **2004 – 2006**

Siemens AG (Nokia Siemens Networks) — **IN Integration Engineer** - End-to-end IN tests, on-site integration and project leadership for VPN, MNP, GSM-R and prepaid services in Wroclaw and Berlin.

6 **2001 – 2004**

TP S.A. — **ISDN Specialist** - Telecom software development, EWSD exchange maintenance, SS7/E-DSS1 testing and Net-7 monitoring system administration.

Professional skills

Cloud

- Very good practical skills in Container Orchestration Platforms (**Kubernetes**, Rancher, OC-CNE by Oracle)

- Hands-on experience in private cloud platforms (**VMware** Tanzu)

- Very good practical skills in cloud Observability: **Grafana** & **Prometheus**

- Expert in Containers Technology (**Docker**), including applications containerization (creation of Dockerfiles, **Helm** charts, **Kustomize** deployments)

- Good practical skills in **Google Cloud Platform** (especially Google Kubernetes Engine, **GKE**)

- Expert in **CI/CD** and **DevOps**: architecture, implementation and maintenance (**GitHub** Actions, **Bitbucket** Pipelines, **GitLab** CI, **Jenkins**)

- Very good practical skills in Oracle public cloud (**OCI**)

- Experience with modern hosting platforms: **Vercel** and **Cloudflare Pages**

Telco

- Good knowledge of **5G** SA/NSA (CHF and Nchf interfaces – N40 and N28)

- Very good knowledge of fixed and mobile (GSM) telecommunication networks

- Expert in Intelligent Network and **VAS** architecture

- Expert in Price Plans configuration (Prepaid & Postpaid, NCC & BRM)

- Expert in Intelligent Network services such as PPS, VPN, MNP, GSM-R, VCC, VSSP, (M)NP

- VAS systems – voucher management, IVR

- Expert in protocols such as Diameter (Gy, Sy), SCCP, TCAP, MAP, CAP, INAP, Sinap, Sigtran, SOAP/XML, REST

- Very good knowledge of protocols such as E-DSS1, ISUP, SIP, SMPP

- Expert in protocol traces analyze – expert in handling protocol analyzers such as K12 by Tektronix, Wireshark

- Experience in effort estimations – acting as a technical lead in Bids issued to **eServGlobal**, **Oracle** and **MATRIXX**

IT

- Expert in **Linux-based** operating systems (RHEL, Ubuntu). Very good knowledge of **UNIX-based** operating systems (Solaris 11)

- Very good knowledge in Networking and Network protocols

- Advanced **pfSense** administration

- Very good knowledge of virtualization platforms (**Proxmox**, qemu)

- Very good scripting practice (**Bash**)

- Very good understanding and programming in: C, C++, Objective-C, Perl, PHP, Java.
- **Go** (Golang) aspiring developer
- Hands-on experience with **AI agents** and **RAG** (agentic workflows, retrieval pipelines, tool chaining, vector search)
- Good practical knowledge of **n8n** (open-source, low-code workflow automation and orchestration platform) for AI and systems integrations
- Very good knowledge in: **Oracle DB** and **SQL**
- Knowledge of desktop operating systems such as **macOS**

Important Projects and Customers

1 2024–2026

Virgin Media O2 UK (MATRIXX) - Defined the technical architecture in VMO2's private cloud (VMware Tanzu Kubernetes), led DevOps and automation using Bitbucket and GitLab, built deployment tooling and helped establish release and change management processes.

2 2022–2024

Telefonica DE (MATRIXX) - Key member of the Infrastructure team responsible for deployment, migration and upgrades of MATRIXX on Google Cloud (GKE).

3 2016–2022

Telia Company Sweden (Oracle BRM/ECE) - Leader of the Billing Maintenance Team, providing support and guidance for Infrastructure & Cloud-native platform deployment across affiliates.Implementation of Oracle Elastic Charging Engine in Oracle RxDOD stack. FY19 Q2 CGBU All-Star Team (CAT) award in "Customer Satisfaction"

4 2014–2015

O2 Czech (Oracle NCC) - Migration of legacy prepaid services to **Oracle** NCC platform.

5 2012–2013

Slovak Telekom (Oracle NCC) - Migration of legacy prepaid services to **Oracle** NCC platform; acting as a technical leader.

6 2011–2012

Aspider (eServGlobal NCC) - Multiple engagements in the Netherlands, including NCC upgrade and an additional NCC platform in the US.

7 2010–2011

Telekomunikacja Polska (eServGlobal NCC) - Migration of legacy IN platform handling NTS services such as Prime Rate, Free Phone, Televoting (70X, 80X).

8 2008-2009

- **Vodafone Ireland (Charging Max)** - MVNE Charging Max platform by eServGlobal.
- **Orange Poland (eServGlobal SCP)** - Deployment of an SCP for Diameter-based Convergent Billing (eServGlobal).

9 2004-2007

- **Orange Poland (MVNE)** - Deployment of MVNE platform (eServGlobal).
- **XL Indonesia & Telcomsel Indonesia (IN)** - Various IN implementations (eServGlobal).
- **PTC Era Poland (VoMS)** - Migration of eServ Voucher Management System (VoMS).
- **Ministry of Railway, China (GSM-R)** - GSM-R IN platform (Siemens).
- **UMC Ukraine (@vantage IN)** - Deployment of @vantage IN platform (Siemens).
- **PTC Era Poland (@vantage IN)** - Deployment of @vantage IN platforms; these run the Tak-Tak and Heyah prepaid brands.

Education

1 2005

ISEB Foundation Certificate in Software Testing - Professional certification in software testing.

2 1997–2002

Wroclaw University of Technology - M.Sc. in Electronics and Telecommunication, specialization in Fixed Telecommunication (overall grade: Very Good).

3 1993–1997

Technical School of Electronics (Jastrzębie Zdroj) - Technical education in electronics.

Certifications & Trainings

- **MATRIXX** Certified Administrator
- **MATRIXX** Certified Pricing
- **Selected trainings**: AI and Machine Learning with Go, Concurrency in Go, Svelte & SvelteKit, Kubernetes Certified Application Developer (**CKAD**), Certified Kubernetes Administrator (**CKA**)

Other

- Driving license
- Nonsmoker
- Getting along with others, capability to work in a multicultural, international company
- Strong self-motivation for learning of new technologies and solutions
- Very good communication skills proven during many on-site installations
- Willingness to travel much, ability to work well under pressure
- Polish (mother tongue), English (fluent), Russian (basic).
- Hobbies: road cycling & workouts
- Open source projects (https://github.com/jaroslawhartman)

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