

BOGLARKA PACZARI-HORVATH

AI-Augmented Process Transformation Lead

Certified ITIL, 6Sigma & Lean Business Process Improvement Expert



*EUR 1.1 M+ documented cost-savings | 15+ FTE savings via automation
14+ years at SWIFT, NTT, BT — operationalising AI in regulated Tier-1 enterprises*

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PROFESSIONAL SUMMARY

AI-augmented Process Transformation Lead. **Brings production AI into regulated Tier-1 enterprises — fast enough to ship, careful enough to pass audits.** 14+ years at SWIFT, NTT, BT, T-Systems, with **EUR 1.1M+ in documented direct cost savings:** EUR 700k+ license consolidation at NTT, 50% incident-volume reduction at BT, and 60% documentation-time savings at SWIFT via AI-assisted source-code + API analysis. Operates daily on Claude Code CLI + MCPs, ChatGPT Enterprise, Microsoft Copilot Studio, Google Antigravity, n8n automations, plus Celonis and SAP Signavio for process mining. EU AI Act fluent. Booking remote contract and interim mandates at Head-of-AI, Process Transformation Lead, or Senior Business Analyst / Team Lead level.

KEY ACHIEVEMENTS

- **EUR 1.1M+ Total Documented Savings** across SWIFT, NTT, and BT
- **60% Time Savings on Technical Documentation** — AI-assisted analysis of source code + API design docs
- **50% API Reduction** — endpoint redesign at SWIFT
- **15-20% Process Efficiency Gains** consistently across multiple companies
- **15+ FTE Equivalent Savings** via automation

PROFESSIONAL EXPERIENCE

Functional Lead — E-form Optimization & API Integration

S.W.I.F.T. | Belgium (Remote) | September 2025 – Present

- **Lead team of 3-5** driving E-form optimisation and API consolidation in Tier-1 financial-messaging transformation program
- **50% API Reduction** — redesigning endpoints to cut complexity and maintenance overhead
- **60% Time Savings on Technical Documentation** — built an AI-assisted documentation workflow that ingests source code + API design specs and produces trusted, management-friendly technical documentation post-API-change. Result: documentation that engineering, product and audit stakeholders all signed off without rework.

Senior Order Fulfilment Business Analyst & Process Optimization Lead

S.W.I.F.T. | Belgium (Remote) | October 2024 – September 2025

- **20% Productivity Improvement** — designed optimised future-state workflows
- **15% Process Efficiency Increase** — migrated workflows from SAP S/4HANA to PEGA

Founder & Process Optimization Expert

InnovateIT Consulting (Own Consultancy) | Remote | September 2024 – Present

- **Strategic process-optimisation** consulting using Six Sigma, Lean and Agile for global clients
- **AI-augmented BPM advisory:** process mining (Celonis, SAP Signavio), LLM-assisted SOP extraction, and governance framing (EU AI Act)
- B2B engagement vehicle for single-client deep transformations (12-18 months) — open to perm if structurable

Principal Business Operations Specialist

NTT Ltd. | Remote | November 2022 – September 2024

Led cross-functional process improvement initiatives utilising Six Sigma and Lean best practices to define and implement the division's target operating model across the Opportunity-to-Cash value stream.

Strategic Projects:

- Migration of billable change-order process from legacy ERP to SAP S/4HANA
- Operationalised variable billing with standardised rating and metering process
- Process owner for 10+ standardisation projects across Opp2Cash

Key Achievements:

- **2 FTE Savings** — removed data validation cycle and waiting time from monthly invoicing
- **20% Decreased Waiting Time** — implemented Case Management workflow for order intake
- **EUR 500k+ License Cost Savings** — merged 3 enterprise processes and retired legacy tools

Agile Deployment and Adoption Lead

British Telecom | Hungary | September 2021 – November 2022

Managed business requirements alignment with project goals using Agile framework. Led stakeholder feedback processes, tracked KPIs, executed tool rollouts, and defined adoption plans.

- **20% Process Efficiency Uplift** — reduced lead times through workflow automation in Deal Management
- **25% Reduction in Manual Tasks** — identified and removed non-value-added activities
- **21% Adoption Rate Increase** — drove PEGA workflow adoption through targeted user engagement

Business Improvement Specialist

British Telecom | Hungary | October 2015 – September 2021

Designed and optimised internal and client-facing ITSM processes. Established the MI framework as MI Lead in a major transformation programme. Led automation projects to enhance efficiency and service quality.

- **\$100k+ Annual Savings** — automated internal ticket quality check (10 FTE reduction)
- **50% Incident Ticket Volume Reduction** — strategic process redesign for hung-line check cases
- **3 FTE Savings** — analysed and optimised client's field-services process

Business Operations & Service Chain Operations Manager

T-Systems | Hungary | October 2011 – October 2015

Professional leadership of multiple operations teams. Conducted feasibility studies and business cases. Performed financial and capacity planning for new business. Monitored operational quality using ITIL framework.

- **Successful KONE onboarding** — operational onboarding and ongoing management
- **30% Reduction in Client Escalations** — implemented cross-functional collaboration and reporting framework
- **10% Reduced Delivery Time** — first Six Sigma project in Order Management (Greenbelt accreditation)
- **CMDB Improvement Project** — launched and defined scope for division's data quality initiative

TECHNICAL SKILLS

Enterprise AI Platforms: ChatGPT Enterprise, Claude Projects, Microsoft Copilot Studio, Celonis EMS, SAP Signavio Process AI, Azure OpenAI Service, OpenAI API, Anthropic API

Agentic AI & Model Context Protocol (MCP): Claude Code CLI, Anthropic SDK, MCP servers, Google Antigravity, n8n workflow orchestration, CLI-based AI workflows

AI Governance & Risk: EU AI Act mapping

ERP & Workflow Platforms: SAP S/4HANA, PEGA, ServiceNow

Process & Design Tools: ARIS, Visio, Miro, Mural, Confluence

Project & Agile Management: Jira, Confluence, MS Project

Analytics & Business Intelligence: Power BI, Qlik, Excel (Advanced), Minitab

Methodologies & Frameworks: Lean Six Sigma (Green Belt), ITIL (Service Operation, Service Transition, Continual Service Improvement), Agile, PRINCE2, DMAIC, Change Management

CERTIFICATIONS

- Six Sigma Green Belt — T-Systems
- PRINCE2 Foundation — AXELOS
- Lean Practitioner — BQF
- Change Management Practitioner — BQF
- Business Architect — QA Ltd
- ITIL Service Operation — EXIN
- ITIL Continual Service Improvement — EXIN
- ITIL Service Transition — EXIN
- LeanIT & Business Architecture — BCS
- Enterprise Architecture Foundations — LinkedIn

EDUCATION

Bachelor's Degree in Economics — Tourism and Travel Services Management

Budapest Business University | 2006 – 2010

Erasmus Exchange — Tourism Management

Hochschule Heilbronn, Germany | 2009 – 2010

LANGUAGES

English — Full Professional | German — Intermediate | Hungarian — Native