



Peter Elek

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EU Citizen

Senior Project & Program Manager with 10+ years of experience delivering complex, multi-country digital transformation initiatives across the CEE banking sector. Proven track record in leading cross-functional teams (business & IT), managing €4M portfolios, and executing enterprise programs under strict governance.

Areas of Expertise

- Project Management
- Digital Strategy
- Multi-country complexity
- Program & Portfolio Management
- Methodology
- Board level materials
- People Management
- PSD2, MiFID, DORA
- Team Building

Career Experience

Senior IT Project Manager - Central PMO, KBC Group, Budapest, Hungary **2025 - 2026**

Led three parallel enterprise initiatives across business, transformation and ICT domains under PMO governance. **Key Responsibilities:** End-to-end project lifecycle management (initiation to closure), Budget ownership - timeline control - RAID management, Steering Committee reporting and executive alignment, Cross-functional coordination between Business, IT and external vendors, Compliance with corporate governance and PMI standards. **Key Achievements:**

- Delivered SME Account Opening Redesign Project on time and within budget, doubling conversion rate and reducing onboarding time by 35%
- Implemented PSD2 Onboarding Calculator Project facilitating Bank Switch for new Clients
- Contributed to Multi-Currency Program and Round-to-HUF strategic initiatives strengthening subsidiary competitiveness

CRM Service Leader - Customer Growth Team, Raiffeisen Bank International AG., Vienna, Austria **2023 - 2024**

Facilitated the agile rollout of a Remote Collaboration Platform implementation across 12 CEE Network banks, optimizing communication and remote operations, reducing the weight of Branch operation. Conducted comprehensive Business Analysis in collaboration with Service Design, Digital and Reporting teams, crafting business plans that reduced operational costs by 10% through remote efficiencies. Developed new remote strategy enhancing omnichannel customer engagement resulting 50% cost saving. **Program:** Remote Collaboration Tool Implementation Program for CEE

Senior Project Manager - Digital Governance & Control, UniCredit Bank, Budapest, HU **2022 - 2022**

Directed end-to-end project planning and implementation of the entire projects through budgeting, hiring team members, sourcing suppliers leading to on-time delivery. Managed project release schedules and closures optimizing delivery timelines and boosting team engagement. Developed detailed progress reports for stakeholders, facilitating transparency and strategic decisions, and successfully delivered parallel 3 projects. **Successfully delivered Projects:** SAS Data Visualization Project - leded visible data accessibility, Trade Finance (Vessel Tracking) Project, SME Mobile Banking 1.0 Project

- Successfully removed roadblocks and fast-tracked activities to meet targeted Go-live dates in digital projects, sorted out budgetary confusion and overlapping reporting duties.

Project Manager - Alternative Channels CE&EE, UniCredit S.p.A., Milan, Italy **2020 - 2022**

Led the Mobile First 2.0 Project rollout across RO, SI, SK, HU coordinated investments, user events and customer care area which improved customer satisfaction by 25% across 11 countries. Partnered and led the UX Design team to ensure timely delivery aligned with the Backlog Roadmap, enhancing customer experience and reducing user complaints by 15%. Spearheaded collaboration with Retail, GBS, and external teams, including UniCredit Services to

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conceive, develop and implement digital projects, ROI based analysis of Business. Assisted in development and presentation of business cases to executive leaders. **Projects:** IB, PWS, MB Digitalization Program for CEE

- Achieved KPI improvement for Average Monthly Active Users on Active Clients to above 55%, YoY +21%

Senior Project Portfolio Manager, UniCredit Bank, Budapest, HU

2019 - 2020

Ensured Group compliance and quality assurance across IT software portfolio processes, monitoring performance and effectiveness against Group standards. Maintained and evolved methodologies, governance frameworks and guidelines, supporting continuous process improvement and portfolio oversight.

- Developed Quality Assurance (QA) sessions, expanded Independently Developed Programs (IDP) registration, streamlined communication between business and IT departments

Mobile Banking Product Owner, UniCredit Bank, Budapest, HU

2017 - 2019

Led mobile banking backlog management within an agile product environment, covering feature design, business specifications and delivery coordination. Collaborated with Group-level regulatory and digital programs (PSD2, GDPR, 3DS, Instant Payments) and aligned execution across CEE entities, HQ and external partners for Mobile Banking 1.0 and 2.0. Projects.

- Enhanced Total Users by 30% and increased Monthly active user KPI +28%, 2018 +121% MB users, +54% MB au.

Additional Experience

Project and General Manager, 2008-2017, Startups, Budapest, HU

IT Project Budget: 100k euro, Managed team of 8 persons, Scope: Mobile and PWS development, Time: 3 yrs

Hospitality Project: 100k euro, Managed team of 40 persons, Scope: program org., construction, Time 5 yrs

Automotive Commercial - Sales Positions, 2001-2008, Opel (GM), Renault, Porsche HU Dealerships, Szolnok

Education & Professional Development

Credential of Leadership, Impact and Management in Business 2025-2026 Harvard Business School - MA, USA

Corporate Sustainability 2024 - Bocconi University, Milan, IT

Master of Business Administration (MBA) 2022 - Budapest University of Technology and Economics, Budapest, HU

Bachelor of Science Economist in Commerce (BsC) 2005 - College of Szolnok, Szolnok, HU

Marketing and Advertising Manager 2001 - College of Szolnok, Szolnok, HU

Member of Project Management Institute from 2024 / USA

Honors & Awards

Marketing Award on Website Category, 2026 - KBC Group, HU Subsidiary

Quality Award on Mobile Applications Category, 2020 - Hungarian Marketing Association

Co-author of PMBOK 8th, 2025 - Project Management Institute

Licenses & Certifications

PMI-PMP 2024, **Professional Scrum Master 2023**, **ISTQB CTAL-TM**, **CTFL**, **CTFL-MAT**

Languages

English: fluent, C1

French & Italian: elementary working

Hungarian: mother tongue

Technical Proficiencies

Project & Agile Tools: MS Project, JIRA, Confluence, Asana, **Analytics & BI:** Tableau, Power BI, SAS Visual Analytics

Enterprise Systems: SAP, Oracle ERP, **Collaboration & AI:** Microsoft Copilot, ChatGPT, Google Gemini

UX & Design: Figma, InVision