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| **Agnieszka Dawidowicz** | |
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|  | Remote |
| +48 604 705 177 |
| agnieszka.dawidowicz@gmail.com |
| Date of birth August 1988 |

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| **WORK EXPERIENCE** |  |
| 11/2021–Present | **Customer Succes Advisor with English, Spanish and Portuguese** |
| **GetResponse** –Remote |
| - Responding to enquiries and educating the Customers on products by chat and email; - Troubleshooting problems for Customers; - Coordinating solutions with IT and management; - Helping customers build successful businesses. |
| 05/2019–03/2020 | **Customer Advocate with English and Spanish** |
| **OVHcloud** – Wroclaw, Poland |
| - Analyze customer issues, determine causes and initiate corrective actions; - Coordinate with customers and ensure an optimal level of customer services; - Ensure optimal level of transactions for customers and ensure the absence of all issues; - Analyze all issues of customers and new products and advocate appropriate resolutions from the management; - Prepare documents for customers and management and manage to follow up; - Communicating with customers in Polish, English and Spanish; |
| 09/2018–11/2021 | **English and Polish Language Teacher Online** |
| **Self-employed** – Remote |
| - Teaching English and Polish online - Lesson planning - Using online tools |
| 09/2015–06/2018 | **English Teacher** |
| **Echo English** –Quzhou and Hangzhou City, China |
| - Lesson planning - Classroom management - Getting involved in activities such as team-building training and school events |
| 02/2014–01/2015 | **English Teacher** |
| **Beijing New Time International** – Panzhihua City, China |
| - Lesson planning - Classroom management - Getting involved in activities such as team-building training and school events |

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| 2010-2014 | **Previous Experiences Available on request** |
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| **EDUCATION AND TRAINING** |  |

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| 2012–2012 | **Modern Languages (Erasmus student exchange)** |  |
| **University of Basque Country** (Spain) | |
| 2010–2012 | **M. A. Linguistics and Information Science** |
| **Adam Mickiewicz University in Poznań** (Poland) | |
| 2007–2010 | **B. A. English Philology** |
| **Pomeranian Academy in Slupsk** (Poland) | |

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| **PERSONAL SKILLS** |  |

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| Languages | **Polish** (native), **English** (fluent), **Spanish, Chinese Mandarin** (intermediate),  **Portuguese** (beginner) |
| Software | **Microsoft Office, Confluence, Jira, Slack** |
| Interests | **Learning languages, psychology, reading, travelling** |
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