AGNIESZKA DAWIDOWICZ

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Date of birth: August 1988

# WORK EXPERIENCE

Jul 2023 – Present

Customer Support Representative

SmartRecruiters · Full-time – Remote

* • Delivered empathetic, solutions-oriented support to global customers on the SmartRecruiters platform.
* • Troubleshot complex issues related to integrations, candidate management, and user access, ensuring swift resolutions.
* • Collaborated with cross-functional teams to advocate for user experience improvements, enhancing overall satisfaction.
* • Maintained high CSAT scores and consistently met SLAs in a fast-paced SaaS environment.

09/2021 – 03/2023

Content Reviewer

TechFirefly – Remote

* • Ensure the quality of Google Ads.
* • Follow the guidelines and consult any intricacies.
* • Coordinating solutions with IT and management.

11/2021 – 09/2022

Customer Success 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.

2010–2014

Previous Experiences

* • Available on request

# EDUCATION AND TRAINING

2023 – Kodilla Front-End Programming Bootcamp

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)

# PERSONAL SKILLS

Languages

Polish (native), English (fluent), Spanish, Chinese Mandarin (intermediate), Portuguese (beginner)

Programming

CSS, HTML, JavaScript, React, Git, GitHub

Software

Microsoft Office, Confluence, Jira, Slack

Interests

Learning languages, psychology, reading, travelling