

Andriei Gensh

gCases SME-agent

Cracow
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- 3 months of experience as an agent in the Shopping team
- 15 months of experience as an agent in the gCases team
- ~2 months of fulfilling the duties of Shift Lead in the gCases team
- Cross-trained for Remarketing (actively supporting for ~5 months)
- Good understanding of gCases/ Remarketing inner processes
- Experience of helping TLs with extra tasks as a Shift Lead
- Ex-customer support agent (comfortable communicating with clients both orally and in written form)
- Experience of participating in interviews for new joiners (language check), providing shadowings / policy explanations for agents and managers from other locations

Work Experience

Accenture

Crakow, Poland • Oct 2024 - Present

A global multinational professional services company that specializes in information technology (IT) services and management consulting.

Junior Data Analyst and Content Moderator with German

Full-time

Review the content in multiple languages, ensure its alignment with clients' policies and criteria in cooperation with other teams.

Computacenter

Wroclaw, Poland • Apr 2022 - Oct 2022

A British multinational company that provides information technology services to public- and private-sector customers

First Line Analyst with German

Full-time

Provide full technical support and resolve issues of foreign clients in English, German, Russian, and Polish.

Education

Bachelor in Computer Science

Cracow University of Technology
Cracow, Poland
Oct 2018 - Jan 2024

Skills

- German (C1)
- English (C1-C2)
- Polish (C2)
- Russian (native)
- Ukrainian (native)
- Python
- SQL
- Problem Solving
- Communication