PIOTR LEMANSKI

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Nationality: Polish (EU/EEA)

Date of Birth: 03/06/1986; Sex: male

Dedicated Customer Service Representative who provides exceptional customer service through active listening and problem solving. Energetic with strong time management skills who thrives in a fast-paced, dynamic environment.

Skills

▪Skilled in call centre operations

▪Strong problem solving

▪Positive and friendly attitude

▪People-orientated

▪Strong interpersonal skills

▪Team building expertise

Career Summary

08/2017-present

Search consultancy Ltd: Customer service agent:

Live chat, emails, responding to customer queries, arranging deliveries and collection over the phone, complain handling

01/2017-08/2017

Subway Team member:

Customer service, food sales, cash handling, daily cleaning tasks

11/2016 – 01/2017

First source (Belfast, UK) Temporary job

Customer service agent: inbound calls, billing, answering queries about bills, explaining bills and taking payments over the phone, up selling packages and upgrading accounts.

04/2016 – 05/2016

Concentrix (Belfast, UK) Temporary cover

Case worker: closing cases, taking calls writing reports, household notes, and creating new cases

11/2015 – 01/2016

TELETECH LTD (Belfast, UK) Temporary contract

IT Support Agent-mail support; assisting clients with IT queries, Handling warranty claims, Advising clients about IT and technical related issues. Using Oracle mosaic system.

02/2014 - 11/2015

GRAFTON RECRUITMENT (Belfast, UK)

Customer Service Agent: Dealing with customer queries, making inbound calls, Technical Support, Arranging call backs and dealing with complaints, creating reports and forwarding them to clients.

09/2014 – 02/2015

KFC (Belfast, UK)

Team Member: serving customers, food preparation, daily cleaning task

4/2013 - 9/2014

Subway (MALTA)

Team Leader: Customer service, food sales, cash handling, and assigning tasks to the

Team members, resolving problems and complaints, restaurant

Opening and closing procedures, cash reconciliation, and rooster planning.

06/2009 – 03/2013

KFC (Cheltenham, UK)

Team Leader: Customer service, food sales, cash handling, and assigning tasks to the

Team members, resolving problems and complaints, restaurant

Opening and closing procedures, cash reconciliation, creating orders, creating weekly floor plan.

12/2007 -06/2009

Runway LTD (Warsaw)

Team Leader customer service agent: Logging calls, assisting clients and resolving their problems, replying to emails, placing orders, working on behalf of Samsung and resolving technical issues.

11/2006 – 12/2007

Hotel Prosna (Kalisz, Poland)

Receptionist: Answering incoming calls, handling bookings and dealing with customer’s queries, receiving emails and responding to comments, handling the complaints, Arranging invoices and payments, Switchboard operator. Working with Fidelio Opera hotel systems

Education and training

9/1993 – 6/1996 Inowroclaw - Primary School No. 8

9/1996 – 6/ 1999 Inowroclaw -Secondary School No.8

9/1999 – 6/2002 Inowroclaw - Gymnasium No. 3 (High School)

9/2002 – 6/2006 Inowroclaw- Zespol Szkol Ponadgimnazjalnych No.2 (Technical)

Languages:

Polish - Native, English-Proficient (C2), Russian- Basic (A2)

IT Proficiency:

Microsoft Excel: Intermediate

Microsoft Word: Intermediate

Microsoft PowerPoint: Intermediate

Microsoft Access: Basic

Interests: Languages, travel, history, sports, reading, science.

References are available on request