PIOTR CIESLIKIEWICZ

07367 337 379

cieslik85@gmail.com

Piotr Cieslikiewicz

My Website

SUMMARY

Determined and passionate about software development, I am committed to honing my skills and embracing new technologies. With foundations in Python, Java, JS and other technologies, I am eager to apply my knowledge in a professional setting, and I am keen to continue learning and grow in a dynamic environment. Seeking an entry-level programming position where I can contribute my enthusiasm and drive to succeed while learning from experienced industry professionals.

EDUCATION

The Open University

BSc (Honours)
Computing and IT (Software)
2020 – 2025 (Expected)

The Open University

Diploma of Higher Education
Computing and IT (Software)
2020 – 2024

SKILLS

- **Stakeholder Management** - Working closely with various stakeholders to create solutions and ensure successful onboarding.
- **Project Management -** Simultaneously managing 20-40 onboarding projects, maintaining strict schedules, and consistently ensuring timely and efficient progress for each project.
- **Communication skills** - Liaised across multiple departments, external stakeholders, and clients ensuring seamless communication.
- **Problem Solving** - Efficiently analyze complex issues, think critically, and develop innovative solutions. Proficient in identifying root causes, adapting to changing circumstances, and making informed decisions.

TECHNICAL SKILLS

- Python
- Java
- JavaScript
- HTML
- CSS
- NodeJS
- jQuery
- Bootstrap
- EJS
- Git

PROFESSIONAL EXPERIENCE

Customer Success Agent

Ideagen | 2022 - Present

Working with clients across multiple industries (Aviation & Defence, Manufacturing, Public sector, Government) to ensure they have a successful adoption of Ideagen Audit, Risk, Quality and L&D management products.

- Established and maintain strong relationships with clients, acting as their trusted advisor and advocate within the company for over 220 relationships.
- Successfully created and documented new process for CS onboarding service for audit and risk product suite. Applied and proved success upon implementing over 40 projects with new process.
- Onboarding new clients efficiently, to ensure successful implementation and adoption.
- Collaborate with sales teams to identify upsell and cross-sell opportunities, contributing to revenue growth and expansion, with proven record of identifying various cross-sell opportunities worth between £8k-£20k
- Proactively engage with clients to drive usage, adoption, and renewal of our software subscriptions.
- Achieved 80% Net Promoting Score from customer surveys, showcasing excellent customer satisfaction.

Support Engineer

Ideagen | 2021 - 2022

- Provide support to customers via Zendesk ticket system, via telephone or email queries.
- Actively work with the wider support team to ensure all customers queries are resolved within timely manner.
- Maintaining SLA with 96% rate and customer satisfaction score of 98%.
- Provide technical and end user support for technologies related to company products.
- Produce collateral for use on our websites, such as self-help articles, help videos and blogposts.
- Take ownership over issues, proactive tasks and projects and see them through to completion.
- Resolve cases using knowledge gained through product training, support documentation and personal knowledge.