Piotr Bilik

http://piotrbilik.com

piotr.k.bilik@gmail.com
Tel.: 508 346 718
Wrocław, Lower Silesia

COMPETENCES

Creativity
Communicativeness
Sales
Teamwork
Web Design
Simple Illustration
Empathy

SOFTWARE

Adobe Illustrator
Adobe Photoshop
Adobe XD

WORK

Telesales operator Orange
Call Center Inter Galactica | November 2014 – June 2015
Calling potential customers, preparing contracts and shipping kits.

Telephone customer advisor Energa
BPO Management | March 2015 – August 2016
Calling and receiving calls from clients. Acquiring new customers and updating contracts with existing ones.

Volunteering in non-profit organization
Otwarte Klatki | September 2016 – Now
I was organizing fundraising events, streetwork events, and was a part of many online projects. I was a local coordinator of a volunteers' group in Wrocław managing around 50 people. Currently, I am a part of a Donor Management group trying to use my new UX skills to improve Donor Experience in Otwarte Klatki.

Web Content Manager for a vegan market
Urban Vegan | January 2017 – Now
Taking photos of new products, uploading them for website.
Making sure products have right categories, writing their descriptions. Since Urban Vegan is relatively small, I was also taking customer calls, packing parcels and answering customer e-mails.

EDUCATION

Illustrator CC 2019 MasterClass
Martin Perhiniak, Yes I'm a Designer
The course has great content, is well explained and made me feel confident with Adobe Illustrator at the end.

User Experience Design Essentials - Adobe XD UI UX Design
Daniel Walter Scott, Instructor HQ
I enjoyed this course a lot. It taught me basics of UX such as Wireframing, creating Low-Fi and High-Fi mockups, User Testing. It also taught me good practices in App and Web design.

UX Books
• "Don't make me think" S. Krug
• "Badania jako Podstawa Projektowania User Experience"
  I. Mościchowska, B. Rogoś-Turek

Currently reading:
• "Information Architecture. For the Web and Beyond" P. Morville,
  L. Rosenfeld, J. Arango
• "Articulating Design Decisions" T. Greever
• "UX Strategy: How to Devise Innovative Digital Products
  that People Want" J. Levy