

Personal

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Work Experience

Oct 2019 – Apr 2020 **Bank of New York Mellon (BNY Mellon)**
Swobodna 3, 50-088 Wrocław

Position duties:

Representative, Data Management & Quantitative Analysis

(Scope: Global)

- Pricing of funds by validating a wide range of securities like bonds, equities, options and futures in a high pressure, deadline driven environment
- Validating prices using Bloomberg Terminal, Reuters and Intercontinental Exchange
- Maintaining good relations with the vendors, clients and other internal departments
- Responding to Jira queries regarding evaluations in a professional manner
- Ensuring scheduled work is completed by agreed deadlines and files contain all required information

Jan 2019 – Jul 2019 **Cognizant Technology Solutions Poland SP Z O.O**
Grabarska 2, 50-079 Wrocław

Position duties:

Senior Process Executive

(Scope: EMEA, AMER and APAC)

- Solving issues related to customer accounts
- Reviewing and diagnosing submissions, data compliance check
- Researching and analyzing account information using applications such as Hoovers, Data.com or external sources
- Managing customer account ownership disputes
- Cleansing and updating customer's data in the database

Aug 2017- May 2018

Fujitsu Technology Solutions Poland SP Z O.O
Wólczańska 180, 90-530 Łódź

Position duties:

Service Desk Agent

(Scope: United Kingdom)

- Phone and email support for customer's IT related queries
- Network and e-mail accounts administration
- Setting issue's priority, escalating to other teams in charge if needed
- Providing solutions for software issues, investigating hardware devices
- Daily monitoring of query solution status

Educational details

University of Lodz, Faculty of Economics and Sociology

Field of study: Analytical Economics

Thesis date: Sep 2018, Bachelor Degree

Thesis topic: Financial analysis of the Rafako company

Languages

Polish	Native
English	C1

Github

<https://github.com/FilipGieraga>

Website

<https://filipgieraga.github.io/>

I worked with

- Service now
- Salesforce CRM
- MS Office packages
- SQL basics
- Python
- HTML & CSS

Additional skills

- Ability to work under time pressure
- Team player
- Flexible
- Multitasking skill

„I agree to the processing of personal data provided in this document for realising the recruitment process pursuant to the Personal Data Protection Act of 10 May 2018 (Journal of Laws 2018, item 1000) and in agreement with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)”.