



KATARZYNA KOZŁOWSKA

WORK EXPERIENCE

03/2021-09/2022

Customer retention specialist (resignation department) in call center / VECTRA S.A. / Gdynia

- telephone handling of customers who have expressed a wish to leave the service provider
- convincing the customer to stay with the company
- selling new products and maintaining current contracts
- assisting in the induction and training of new employees

08/2018-03/2021

Konsultant działu utrzymania klienta w call center / VECTRA S.A. / Gdynia

- acting as supervisor in the absence of the supervisor (03/2020-03/2021) - preparing reports, supporting and managing the group
- cooperating with the training department (11/2019-01/2020) - preparing training material
- training materials, co-leading training sessions, conducting individual development meetings for employees, research and analysis of training needs
- selling new products and maintaining current contracts
- assisting in the induction and training of new employees

03/2018-08/2018

Customer advisor in a showroom / Orange Polska / Gdańsk

- sales of new products and maintenance of current contracts
- customer support
- technical assistance
- handling customer complaints
- preparing reports

12/2016-03/2018

B2B sales specialist in call centre / Orange Polska / Gdańsk

- selling new products and maintaining current contracts
- assistance in the induction of new staff

EDUCATION

03.2022 – present

Wyższa Szkoła Bankowa w Gdańsku

Major: Computer Science

Specjalizacja: Front-end developer

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).

CONTACT



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780 127 367



Gdańsk

SKILLS

MS Office

HTML

CSS

JavaScript

SQL

Figma

analitical thinking

resistance to stress

LANGUAGES

English - B2

German - A2

INTERESTS

sketching

cinematography

new technologies

psychology