



PROFESSIONAL SUMMARY

Meticulous specialist with experience in international operations (FedEx) and IT education (Giganci Programowania). Fluent in English (C1/C2) and proficient in MS Office (Excel - reporting, data analysis). I combine the ability to verify documentation (Compliance) and work under SLA rigor with experience in delivering presentations and training users. Seeking stable work in administration, back-office, or operations.

TECHNICAL SKILLS

Tools & Systems	MS Excel: Pivot tables, data lookup (VLOOKUP), filtering, conditional formatting., Office support: Outlook (calendar management), Word (letter drafting), PowerPoint., Systems: Experience working with CRM / ERP systems and Google Workspace.
Skills	Excellent self-organization and time management, High personal culture and communication skills, Ability to work with confidential data (GDPR/Data Privacy)
Languages	Polish (Native) • English (C1/C2 - Advanced Professional)

WORK EXPERIENCE

Operations Specialist / Administration | FedEx Express Ireland, Krakow Mar 2022 - Jul 2023

- Documentation verification and processing: Analysis of customs and shipping documents correctness (attention to detail and compliance with procedures).
- Enterprise system operation: Working with large data sets in internal operating systems and MS Office suite.
- Working under time pressure (SLA): Timely ticket fulfillment and task prioritization in a dynamic corporate environment.
- Communication in English (C1/C2): Daily collaboration with international branches and solving operational problems via email and phone.

Programming Teacher / IT Mentor | Giganci Programowania, Remote Jan 2024 - Jun 2025

- Educational Instruction: Independent preparation and delivery of basic IT training for groups. Ability to clearly convey complex information.
- Administration & Reporting: Maintaining attendance records, managing class schedules, and data entry in the CRM system.
- Customer Service: Ongoing communication with clients (students' parents), resolving organizational and technical issues.

Operational Support / Logistics | AB Midden Nederland, Netherlands Feb 2025 - Oct 2025

- Logistics process support: Execution of operational tasks in an international work environment.
- Collaboration in English: Daily communication in a multicultural team, requiring flexibility and adaptability.
- Attention to quality standards: Work requiring high discipline, punctuality, and compliance with health and safety procedures.

EDUCATION

Cracow University of Technology - Field: Applied Mathematics (Applied Mathematics) 2020-2022

AGH University of Science and Technology - Field: Electronics and Telecommunications (Electronics and Telecommunications) 2019-2020

I hereby consent to my personal data being processed by for the purpose of considering my application for the vacancy advertised under the Data Protection Act 2018 (Act) and 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).