



## PROFESSIONAL SUMMARY

Meticulous Administration and Operations Specialist with 3 years of experience in an international environment (FedEx, AB Midden). Fluent in English (C1/C2) and proficient in advanced MS Office (Excel - reporting, data analysis). I have practical experience in documentation verification (Compliance), working with procedures, and international customer service. Characterized by high punctuality, the ability to quickly learn internal systems, and an analytical approach to problem-solving.

## 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.

### Training Coordinator / IT Mentor | Giganci Programowania, Remote Jan 2024 - Jun 2025

- Schedule and documentation management: Organizing training cycles, maintaining attendance records, and progress reporting in the CRM system.
- Customer service and communication: Ongoing contact with clients (students' parents), explaining technical and organizational matters.
- Reporting and materials preparation: Creating periodic summaries and ensuring high quality of educational processes.

### 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).