

# JAKUB OLSZAK



## PERSONAL DATA

### ADDRESS

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### DATE OF BIRTH

28-09-1984

### INTERESTS

Continuous improvement  
Martial arts  
Data science

## LANGUAGES

POLISH - NATIVE

ENGLISH - C2

GERMAN - A2

Passionate and driven professional seeking a role with a thriving, growing company to make improvements, establish best in class service and have a direct impact on its success.

## WORK EXPERIENCE

### Senior Process Executive

Infosys BPO Poland Sp. z o.o. / Lodz | 05.2018 – 05.2020

- Management of Incidents and Problems
- Maintaining expert knowledge of master data management end to end processes and of related IT solutions and capabilities
- Delivering Project Oriented Services in Master Data field
- Creating business solutions design based on root cause analysis
- Following & improving delivery and operation support methodology
- Communication with business users via web platform (ServiceNow)
- Writing and updating SOPs
- Training new members.

Used technologies: SAP, VBA.

Used programs: MS Office, SNOW, TeamViewer.

### IT Service Desk Agent

Fujitsu GDC / Lodz | 07.2017 – 03.2018

- Providing first line support, resolving issues, ensuring positive feedback in order to achieve the company's SLA
- Handling a large volume of inbound calls and enquiries
- Logging calls in order to manage and document incidents, received via telephone
- Using remote control software tools to provide resolutions and diagnosis
- Tracking, monitoring and reporting on all help desk incidents
- Writing and updating SOPs
- Training new members.

Used programs: MS Office, SNOW, TeamViewer.

## English teacher, interpreter

02.2006 – 03.2018

- Working in accordance with school curriculum and policies
- Conveying concepts from one language to another, ensuring the meaning and intonation stay true to the original
- Preparing for incoming projects beforehand by doing all the necessary research and studying

## EDUCATIONAL HISTORY

### B.Sc. in Computer Science/ Programming

University of Social Sciences, Lodz | 10.2012 – 05.2016

### M.A. in English Philology/ Translation

University of Social Sciences, Lodz | 10.2006 – 05.2008

## SKILLS

- Good knowledge of MS OFFICE
- Knowledge of SAP
- Good knowledge of SQL
- Knowledge of LEAN
- Assertive, creative, detail-oriented, diligent, resourceful

## TRAINING

- Dieta dla firm czyli co to jest 'lean manufacturing'
- Lean management, czyli nowoczesne zarządzanie organizacją
- Organizacja wysokiej efektywności i praca zespołowa
- Problem Solving - skuteczne rozwiązywanie problemów
- Project Management
- Quality Management
- 5S - narzędzia zarządzania stosowane w lean management.