

# JAKUB OLSZAK



## PERSONAL DATA

### ADDRESS

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91-744 Lodz

### PHONE

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### E-MAIL

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### DATE OF BIRTH

28-09-1984

## SKILLS

Advanced MS Excel, VBA, SAP, SQL

## LANGUAGES

POLISH - NATIVE

ENGLISH - C2

GERMAN - A2

## WORK EXPERIENCE

### Senior Business Data Analyst

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
- Monitoring and assessing students progress
- Participating and contributing to staff meetings
- Teaching within the designed subject area
- Participating in meetings with parents
- Planning, preparing lessons and teaching materials
- 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
- Working efficiently with teachers & interpreters.

## E D U C A T I O N A L   H I S T O R Y

**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

## T R A I N I N G

- Organizacja wysokiej efektywności i praca zespołowa
- Praktyczne warsztaty Excel Zaawansowany
- Praktyczne warsztaty SQL Zaawansowany
- Praktyczne warsztaty VBA Zaawansowany
- Problem Solving - skuteczne rozwiązywanie problemów
- Zarządzanie projektami
- Zarządzanie jakością

## I N T E R E S T S

- Nonfiction literature
- Martial Arts
- Personal Development
- Board games