

JAKUB OLSZAK



PERSONAL DATA

ADDRESS

Majora Henryka Sucharskiego 1/10
91-744 Lodz

PHONE

664983020

E-MAIL

jakubinformatyk@gmail.com

DATE OF BIRTH

28-09-1984

SKILLS SUMMARY

●●● Java, SQL, SAP, MS OFFICE

●●● JUnit, Maven, Selenium,
Wzorce Projektowe,
Hibernate, Spring Boot,

LANGUAGES

POLISH - NATIVE

ENGLISH - C2

GERMAN - A2

WORK EXPERIENCE

Senior Process Executive

Infosys BPO Polska 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 (Service Now)
- 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

I hereby give consent for my personal data included in my application to be processed for the purposes of the recruitment process under the Personal Data Protection Act as of 29 August 1997, consolidated text: Journal of Laws 2015, item 2135 as amended.

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 other Interpreters.

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

TRAINING

- Spring Boot - aplikacje na sterydach
- Scrum – spojrzenie z okopów
- Praktyczne warsztaty SQL Advanced
- Praktyczne warsztaty Java Advanced
- Podstawy testowania JUnit
- Java Advanced
- Clean Code

INTERESTS

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

I hereby give consent for my personal data included in my application to be processed for the purposes of the recruitment process under the Personal Data Protection Act as of 29 August 1997, consolidated text: Journal of Laws 2015, item 2135 as amended.