

Jakub Olszak
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PROFESSIONAL EXPERIENCE

May 2018 – May 2020 **Senior Process Executive - Infosys**

Responsibilities:

- 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
- Creating process maps

Jul 2017 – Mar 2018 **IT Service Desk Agent - Fujitsu**

Responsibilities:

- 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.

Feb 2006 – Mar 2018 **English teacher, lecturer, and interpreter**

EDUCATION

2012 - 2016 **Engineer of Computer Science. University of Social Sciences, Lodz**
Faculty: Computer Science Specialization: Programming

2006 - 2008 **Master of English Philology. University of Social Sciences, Lodz**
Faculty: Language Studies Specialization: Translation

SKILLS

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|-----------------|-------------|------------|--------------|------------|------------|
| Power BI | Java | SAP | Scrum | SQL | VBA |
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LANGUAGES

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|-----------|--------|
| • Polish | native |
| • English | C1 |
| • German | A1 |

INTERESTS

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| Data Science | Nonfiction literature | Martial Arts | Personal Development | Board games |
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In accordance with art. 6 (1) a and b. 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) hereinafter 'GDPR'. I agree to have: my personal data, education and employment history proceeded for the purposes of current and future recruitment processes in Nordea Bank Abp.

Jakub Olszak