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

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