

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 an analytical 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

- Creating business solutions design based on root cause analysis.
- Delivering Project Oriented Services in Master Data field
- Sustaining and spreading a culture of continuous improvement.

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
- Logging calls in order to manage and document incidents, received via telephone
- Using remote control software tools to provide resolutions and diagnosis

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

T R A I N I N G

- Organizacja wysokiej efektywności i praca zespołowa
- Praktyczne warsztaty SQL Advanced
- Praktyczne warsztaty Java Advanced
- Problem Solving - skuteczne rozwiązywanie problemów
- Project Management
- Quality Management

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