



JOLANTA GAŁCZYŃSKA

Assistant General Manager

Dedicated and result-oriented professional with a wealth of experience in leading and managing international customer service teams. Known for demonstrating strong leadership, problem-solving, and communication skills in dynamic environments.

Contact



+47 48633986



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Skills

Communication	●	●	●
Teamwork	●	●	●
Meeting deadlines	●	●	○
Critical thinking	●	●	●
Leadership	●	●	○
Customer Service	●	●	●
Team management	●	●	○
Cultural awareness	●	●	●
Strategic planning	●	●	●
Organized	●	●	●
Adaptability	●	●	●
Multitasking	●	●	○
Conflict resolution	●	●	○

Experience

Assistant General Manager

Ullevål Gro As, Oslo

May 2022 - December 2023

- Maximizing all sales opportunities with 25-40% increase in sales every month
- Led the preparation of monthly and annual marketing plans, meticulously crafting strategies that aligned with business objectives and market dynamics
- Setting and monitoring weekly sales targets for the operational team

Team Leader

Egon Storo As, Oslo

August 2021 - May 2022

- Training and developing team members, providing guidance on customer interaction and service standards
- Handling customer inquiries, feedback, and complaints, and ensuring swift resolution to maintain customer satisfaction
- Conducting performance evaluations and providing constructive feedback to team members to enhance their skills and performance

Team leader

Norport As, Oslo

Jan 2017 - August 2021

- Team management in the company with around 120mN kr a year in revenue
- Handling disputes or conflicts among team members in a professional and effective manner
- Building relationships with the local community, such as through outreach efforts, partnerships with local businesses, or involvement in community events

Language

Polish

Norwegian

English



Reference

Benny Pedersen, +47 93215400

Betzy Skjørberg, +47 90527712

Director, Norport As

Regional Manager, Ullevål Gro AS,