



KAMILA ŻOŁĄDEK



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Phone number
505-189-594

PERSONAL SKILLS

- **Data Analysis:** Basic knowledge of Tableau, Knime, and programming languages R and Python.
- **MS Office Skills:** Intermediate proficiency in Excel, Word, Power BI, and writing SQL queries for Access tables.
- **Geographic Information Systems (GIS):** Intermediate knowledge of QGIS and ArcGIS.
- **Data Visualization:** Ability to create clear reports and dashboards to support decision-making.
- **Planning and Organization:** Strong skills in planning work stages and managing tasks effectively.
- **English Language:** Communicative proficiency (B2 level).

SOFT SKILLS

- **Problem-solving and analytical thinking:** Logical approach to solving problems and drawing conclusions from data.
- **Teamwork:** Effective collaboration with others to achieve common goals.
- **Working under pressure:** Ability to complete tasks efficiently while maintaining quality and meeting deadlines.
- **Communication skills:** Ease in building relationships and explaining complex topics in a clear and accessible way.
- **Flexibility:** Quick adaptation to changing requirements and environments.

CERTIFICATES FROM DATACAMP TRAINING:

- INTRODUCTION TO R
- INTRODUCTION TO THE TIDYVERSE
- INTRODUCTION TO TABLEAU
- DATA MANIPULATION WITH DPLYR

EDUCATION

OCT 2019 -
SEP 2024



WROCŁAW UNIVERSITY OF ENVIRONMENTAL AND LIFE SCIENCES
SPATIAL ECONOMY



SPECIALIZATION IN SOCIO-ECONOMIC ANALYSIS

2024 -
PRESENT



WROCŁAW UNIVERSITY OF ECONOMIC AND BUSINNES

POSTGRADUATE STUDIES -
BUSINESS ANALYST IN IT & BUSINESS

EMPLOYMENT

DEC 2023 -
PRESENT



DELIVERY CONTROL TOWER TRAINER
AMREST SP. Z O.O.

- Contact with restaurants and suppliers
- Creating a transport network for pending orderds
- Optimizing delivery processes
- Creation of training materials for restaurant staff.
- Resolving restaurant inquiries to optimize the delivery process.
- Conducting certifications and analyzing the skills of trained individuals.
- Organizing driver dispatches while ensuring compliance with the FIFO method.

JUL 2020 -
SEP 2020



OFFICE ASSISTANT - BAILIFFSHIP

- Managing post and preparing document drafts

JUL 2020 -
OCT 2024



CUSTOMER SERVICE SPECIALIST
CCIG GROUP SP.Z.O.O.

- Customer care (telephone support of Media Expert and Grecos Holidays customers)
- Training new staff Registration and order process control
- Manipulation of data

JUL 2019 -
OCT 2020



SALES PERSON
PRZEDSIĘBIORSTWO HANDLU ZAGRANICZNEGO
BALTONA S.A (WROCŁAW NICOLAUS COPERNICUS
AIRPORT)

- Professional customer service
- Promoting the company
- Implementation of sales plans