

## Contact

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(LinkedIn)

## Top Skills

Jira

Agile Methodologies

Scrum

## Languages

German

English (Native or Bilingual)

Polish (Native or Bilingual)

## Certifications

Professional Scrum Master™ I (PSM I)

Professional Scrum Master™ II (PSM II)

# Kinga Wenta

Scrum master

Montpellier, Occitanie, France

## Summary

Easily working under pressure. Able to work in a team as well as independently. Focused on clients satisfaction. Highly adaptable.

## Experience

Processia

Scrum Master

April 2024 - Present (3 months)

Montpellier, Occitanie, France

Scrum Master for a small but dynamic team focused on developing innovative AI solutions. Facilitated daily scrum meetings, sprint planning, and retrospectives, ensuring agile methodologies were consistently applied to enhance team productivity and collaboration. Addressed and removed obstacles, optimized processes, and maintained clear communication across all team members. Supported the timely delivery of project milestones, fostering a culture of continuous improvement and team empowerment. As a beginner, I brought a fresh perspective to problem solving. Created an open and friendly environment as ice breaker expert.

Tools used:

- JIRA
- Confluence
- Miro
- Github

Ambria Apartments

Office Manager

August 2023 - April 2024 (9 months)

Swinoujscie, Zachodniopomorskie, Poland

Worked for a company specializing in holiday apartment rentals, overseeing all aspects of reservation management and guest relations. Handled initial guest interactions, providing detailed explanations of apartment locations and amenities, and distributing keys. Managed communications effectively, including answering calls and writing emails. Also responsible for coordinating

the tasks of a co-worker, ensuring smooth operations and maintaining high levels of customer satisfaction and operational efficiency.

## Emirates

### Flight Attendant

January 2019 - December 2022 (4 years)

Dubai, United Arab Emirates

Delivering exceptional service and ensuring passenger safety on board one of the world's most cosmopolitan and international airline. Skilled in catering to a diverse clientele and collaborating effectively with new team members on each flight. Trained in emergency procedures and first aid. Prioritizing the well-being and security of all passengers while enhancing the overall travel experience with strong communication and problem-solving skills in dynamic, multicultural environment.

## Shangri-La Group

### Hostess

October 2018 - December 2018 (3 months)

Sydney, New South Wales, Australia

Hosted guests at the Hotel Shangri-La's cocktail bar, ensuring a welcoming environment and efficiently managing seating arrangements. Excelled in maintaining a smooth flow in the lounge area, enhancing guest satisfaction and streamlining the service experience.

## Reitan Distribution A/S

### Warehouse Team Member

April 2017 - July 2018 (1 year 4 months)

Horsens, Middle Jutland, Denmark

Responsible for accurately picking orders and assembling them for shipment. Demonstrated proficiency in inventory management and the efficient handling of materials, ensuring timely and accurate delivery of goods.

## Dansk Supermarked Group

### Warehouse Associate

March 2016 - June 2017 (1 year 4 months)

Vejle, South Denmark, Denmark

Focusing on the precise selection and assembly of orders for efficient dispatch to retail locations. Oversaw the receipt and dispatch of warehouse goods, maintaining meticulous records of inventory movements. Excelled in ensuring the smooth and accurate flow of products into and out of the facility, contributing to optimal stock handling and fulfillment processes.

## Hotel Trzy Wyspy

### Front Desk Receptionist

April 2015 - March 2016 (1 year)

Świnoujście, Zachodniopomorskie, Poland

Providing first-point contact for visitors and clients, ensuring a welcoming and professional atmosphere. Managed incoming calls, scheduled appointments. Demonstrated strong communication skills and the ability to multitask in a fast-paced environment.

Proficient in using IT and hospitality solutions to enhance customer service and operational efficiency, ensuring high levels of customer satisfaction.

## Świnoujście City Council

### Office Work

September 2014 - December 2014 (4 months)

Świnoujście, Zachodniopomorskie, Poland

Interned at the City Council, where I managed comprehensive documentation and paperwork processes, ensuring accuracy and legal compliance. Served as a stenographer, responsible for creating detailed reports of council meetings and communications.

## Interferie S.A.

2 years 1 month

### Fitness Instructor

November 2012 - August 2014 (1 year 10 months)

Świnoujście, Zachodniopomorskie, Poland

Certified Fitness Instructor at a hotel, specializing in tailored fitness programs for elderly guests. Led engaging aqua aerobics classes and conducted small gym sessions designed to enhance mobility, strength, and overall wellness. Utilized expert knowledge to adapt exercises to individual needs, ensuring safety and promoting a positive, health-focused environment for all participants.

## Receptionist

August 2012 - November 2012 (4 months)

Świnoujście, Zachodniopomorskie, Poland

Worked as the Receptionist for the spa and pool area at a hotel, ensuring a welcoming guest experience. Managed bookings, greeted guests, and provided detailed information about spa services and pool facilities. Excelled in customer service, handling inquiries and resolving issues to ensure a

relaxing and enjoyable environment for all guests. Additionally, coordinated with housekeeping and maintenance staff.

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## Education

Higher school of Economics and Tourism in Szczecin

Bachelor's degree, Tourism and Travel Services Management · (October 2009 - June 2012)