

## CURRICULUM VITAE

### 1. Personal Details:

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Name: Lukasz Cegielski  
Nationality: Polish  
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### 2. Education:

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1999 – 2005	MA Degree, University of Wroclaw, Poland
2008, 2009 & 2011 2006	wine training organized by Grand Cru Wines Ltd training in sales and negotiations techniques organized by Wroclaw Academy of Economics
2006	achieving Cambridge First Certificate of English (CFCE)
2014	FETAC Level 5 Certificate – Occupational First Aid
2017	QQI HR Management Level 6 Certificate
2017	Stage 1 HACCP Training
2020 (ongoing)	IBM Data Science Professional Certificate
2020 (ongoing)	Code Institute – Full Stack Software Development course (Diploma)

### 3. Work experience:

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Oct 2017 – May 2020	<p>Viagogo, Contact Centre, Limerick City</p> <p><b>Position held:</b> I started as Customer Facing Agent and was promoted to Seller Support role after 1 month. After few months I was promoted again, this time to a Special Operations Specialist, where I currently work.</p> <p><b>Duties:</b> Customer Facing/Seller Support Agent – representing Company in in-/out-bound contacts with Customers and B2B relations, dealing with complaints; Special Operations Specialist - large projects management &amp; inter-departmental co-ordination; data analysis (PBI), problem solving and implementation of solutions into Company's procedures &amp; process; working unsupervised and reporting directly to Mgmt. in London, UK;</p>
July 2017 – Oct 2017	<p>Four Star Pizza, Amber Oil Service Station, Charleville, Co. Cork</p> <p><b>Position held:</b> Store Manager</p> <p><b>Duties:</b> daily running of the store, admin and HRM, local marketing, dealing with suppliers and contractors.</p>
Apr 2016 – July 2017	<p>Equites Vero Security, PE &amp; Personal Security, Limerick City</p> <p><b>Position held:</b> Business Partner</p> <p><b>Duties:</b> administrative and legal duties, documents translation, organization of staff's trainings and conducting job interviews, marketing and business development.</p>
Dec 2015 – Apr 2016 (Full-time)	<p>N20 Plaza, Mallow, Co. Cork</p> <p><b>Position held:</b> Retail &amp; Forecourt Manager</p> <p><b>Duties:</b> daily running of the Cost-cutter store, on-site bakery and Topaz petrol station along with a forecourt, covering floor and admin duties, processing orders and dealing with suppliers, managing inventory counts, tight inventory and wastage control, rostering over 30 staff, conducting interviews, staff's training and performance reviews, working on targets agreed with the owner.</p>
Aug 2011 – Dec 2015 (30 hrs contract)	<p>Aldi Stores Ireland Ltd, Castletroy, Limerick</p> <p><b>Position held:</b> Deputy Manager</p> <p><b>Duties:</b> dealing with day-to-day store issues covering floor and cash office operations, dealing with contractors on site and security company (on site officers and cash in transit service), processing orders, preparing rota for ca 40 staff, conducting staffs' training and assessments, providing feedback to staff about their daily performance, working on targets set by Regional Office, supervising inventories, wastage control, reporting directly to store manager.</p>
Jan 2008 – Dec 2009 (Free-lance contract)	<p>Word Perfect Translations, Dublin</p> <p><b>Position held:</b> Interpreter,</p> <p><b>Duties:</b> I was WPT's No1 Interpreter in Limerick for almost 2 years,</p>

I've done English-to-Polish and Polish-to-English interpreting during face-to-face and via phone conversations in offices, hospitals and Garda stations. I've done this as a side job while I was working my full-time job.

May 2007 – Aug 2011  
(Full-time)

Grand Cru Wines Ltd, Fine Wines Off-license, Limerick

**Position held:** Assistant Manager

**Duties:** dealing with day-to-day shop issues, processing orders, cash management and bank lodgments, serving customers, merchandising floor and windows displays, keeping control on BBE dates, supervising stock-takes, reporting to store manager, managing staff, conducting self-assessments for supervised staff, working on targets set.

Mar 2007 – May 2007  
(Part-time)

Dunnes Stores, Henry Street, Limerick

**Position held:** Sales Assistant

**Duties:** Merchandising and rotating stock, stocking shelves.

Apr 2006 – Feb 2007  
(Contract)

Techland Ltd. Software Publisher, Poland

**Position held:** project law specialist

**Duties:** managing and legal advising software project, reporting issues to owners, dealing with Sales Department.

Dec 2004 – March 2006

IPT Ltd Call Center, Poland

**Position held:** sales agent (first six months) and I was promoted to Key Customer Service Specialist

**Duties:** (sales agent) in- and outbound sale and service (info line), leading a group of 15 sales agents (Key Customer Service Specialist) dealing with key customers, creating and developing new company products, sales agent's trainer, reporting all issues directly to owner.

Aug 1999 – Nov 2004

Cegielski Ltd, Ceramic Tile Retailer (family business), Poland

**Position held:** Store manager

**Duties:** dealing with day-to-day shop issues in very busy environment, managing 15 staff, contacting foreign (Italian, German, Spanish, French) and Polish ceramic tile producers and processing orders, logistics, cash handling and dealing with financial and legal issues, providing customer service.

#### **4. Internship**

Sept 1997 – Aug 1998

Fire Department Wroclaw, Search & Rescue Group

Trainee during a 12 month's course,

I was a helping hand on a daily basis and was responsible for looking after group's equipment and also assisting during searches and body recovering operations.

Jan 2000 – May 2000

General Public Prosecutor's Office in Wroclaw-Krzyki District

6 month's internship during which I had a chance to go through every aspect of prosecutor's work including interrogations, filing indictment acts, presentation in court and co-operation with police.

#### **5. Additional qualifications:**

- fluent English
- basic Russian and German,
- thorough knowledge of Microsoft Power Bi,
- good knowledge of computer science and technology including Microsoft Office package and internet browsers,
- CMAS third star scuba diver's license (12 month's course organized by Fire Department Wroclaw, Search & Rescue Group),
- FETAC Level 5 Occupational First Aid Certificate,
- QQI HR Management Level 6 Course,
- full, clean, Irish driver's license.

#### **6. Personal qualities:**

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- very good communication skills
  - creative thinker
  - highly motivated in achieving goals
  - very fast learner
  - adaptable and resourceful
  - can work well under stress
  - reliable and honest
  - hands-on approach
  - very good team player
  - good sense of humor

## 7. References:

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Available on request