



Madhav Szuwalski

ABOUT ME

Recent graduate in Business Psychology now completing a Programming Technician qualification, I bridge human-centric insight with technical know-how. My background in customer service and B2B sales means I'm comfortable translating complex requirements into clear, actionable tasks and documentation that help the development team deliver value efficiently.

I have built small web projects end-to-end using **HTML5**, **CSS3**, **JavaScript**, **PHP 8.3**, and **SQL**, and I'm comfortable administering relational databases with **MySQL**. I'm eager to deepen these skills in a professional setting—learning modern frameworks, mastering real-world workflows, and expanding into new languages.

I'm now eager to launch my IT career, applying my mix of behavioural science, programming skills and commercial awareness to build products that solve real user problems and drive measurable business results.

Let's create something great together!

EXPERIENCE

Account Manager

OLX Group

07.2024 – 07.2025

- Managed a portfolio of over 600 automotive-industry clients, acting as their primary commercial point of contact.
- Cultivated strong, trust-based business relationships that improved satisfaction and retention.
- Represented the company at industry events, showcasing solutions, strengthening brand presence, and generating qualified leads.
- Drove both customer-acquisition campaigns and win-back initiatives, expanding the active client base.
- Represented the Sales team in meetings with Product, conveying market feedback and aligning roadmap priorities.

Recruiter

The Adecco Group

09.2023 – 03.2024

- Ran nationwide recruitment campaigns, sourcing candidates across multiple Polish cities.
- Coordinated hiring efforts with regional branches throughout Poland.
- Partnered closely with cross-functional departments to meet staffing targets.
- Managed all email and phone correspondence with clients, medical clinics, wholesalers, and OHS specialists, completing required formalities and hitting agreed deadlines.
- Updated and expanded knowledge bases on clients and recruitment workflows, including requirements and site locations, accelerating order fulfillment.
- Maintained meticulous, audit-ready documentation of recruitment activities, enabling compliance checks and in-depth process-efficiency analysis.

EDUCATION

09.2024 – Present

Programming Technician

Plus Edukacja Centrum
Kształcenia Poznań

03.2021 – 07.2024

Psychology in Business

WSB Merito University in Poznań

PROGRAMMING

- Visual Studio Code
- HTML5
- CSS3
- JavaScript
- PHP 8.3
- SQL
- MySQL

SKILLS

- Polish language – native
- English language – fluent
- Learning attitude
- Ownership
- Information searching
- Analytical thinking
- Creative thinking
- Effective communication

SOFTWARE PROFICIENCY

- Microsoft Office: Word, Excel, Teams, Outlook, PowerPoint
- AI: ChatGPT Models, DALL-E
- Slack
- Zoom
- Salesforce
- Canva
- Jira

CERTIFICATIONS

ACERT 92/100
English in area of mathematics in technology
FCE 163/190

Business Partner Support Specialist

Booking Holdings Inc.

06.2022 – 09.2023

- Assisted business partners over the phone and through email in managing their properties on Booking.com portal in English and Polish.
- Maintained a positive image of the company and strengthened relations with business Partners.
- Coached new hires in side-by-side sessions to accelerate their performance.
- Delivered floor-walking support to colleagues from the foreign branch.
- Co-authored an internal knowledge base that streamlined onboarding for new agents.

Back Office Specialist

PayPal Holdings Inc.

04.2021 – 09.2021

- Verified identity documents for clients worldwide.
- Reviewed and approved financial transactions for compliance.
- Identified indicators of illegal or fraudulent activity.
- Escalated suspicious cases for in-depth investigation.
- Corresponded with clients via email to resolve verification issues.
- Upheld the company's reputation through diligent, customer-focused service.