

# Michał Olender

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## Contact information

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## Profile

- An organized professional with strong customer service, HR and technical writing experience
- Skilled in streamlining, answering inquiries and solving problems.
- Accustomed to working in a fast-paced environment and successfully handling several responsibilities simultaneously.
- Completes projects quickly and efficiently.

## Skills

### Technical Proficiency

- Office suite - \*\*\*\*\*
- Google Drive - \*\*\*\*\*
- DITA XML - working knowledge
- SDL Tridion Docs - working knowledge
- Visual Studio Code - working knowledge
- Markdown - working knowledge
- GitHub - working knowledge

### Soft Skills

- Attention to details - \*\*\*\*\*
- Work under pressure - \*\*\*\*\*
- Time Management - \*\*\*\*\*

# Work experience

## Junior Technical Writer

### Electrolux Poland Sp. z o.o

02/2021 - present Kraków, Poland

- Worked with engineering staff and SME to create and organize graphs, charts, digital photos and technical documents
- Tasked with creating end user installation manuals
- Utilized knowledge of DITA XML while providing support in creation of technical documentation

## HR Specialist

### Capgemini

09/2020 - 02/2021 Kraków Poland

- Provided clarifications and guidance on HR policies, procedures and processes
- Processed employees request e.g. updating data in proper databases, preparing necessary documentation, resolving queries
- Produced the HR letters and documentation for Client's employees
- Escalated Workday work items to the appropriate party, if required
- Answered calls and chat, responded to cases in the case management tool and helped Client's employees
- Created process maps and procedures during transition period. Actively involved in knowledge transfer sessions

## Process Executive, Polish Market

### Cognizant Technology Solutions Sp. z o. o

03/2018 - 08/2020 Kraków, Poland

*Hired to conduct moderation on one of the biggest video platforms in the world. Was promoted to Policy Expert internal role, successfully mentored 4 new team members. Became a member of internal team successfully solving complex cases on video moderation. Was recognized as the Top Performer of the Team.*

- Overreached daily target set by senior management on daily basis
- Used my knowledge and skills to properly evaluate video based on the Global requirements
- Actively participated in meeting with training team to obtain new information on updated policies and procedures

## HR Support

### Electrolux Poland Sp. z o.o

10/2017 - 03/2018 Kraków, Poland

*Provided general HR support and acted as a trusted advisor to internal employees in the areas of company policy, benefits, payroll, leaves, and HR technology systems.*

- Advised and assisted in the application of all HR related legislative requirements, including employee relations and Health & Safety requirements
- Assisted with select employee relations lifecycle processes (e.g. performance, sickness, transactions, termination)

- Partnered closely with the Accounting department to ensure compliant programs and procedures relating to payroll, benefits, invoices, and taxes

## Internships

### **Apprenticeships at Local Government Appeals Board**

#### **Local Government Board of Appeals**

04/2016 - 05/2016 Kraków, Poland

07/2016 - 08/2016 Kraków, Poland

Two months-long internship during which I:

- Obtained knowledge and understanding of Polish law
- Processed legal briefs
- Took ownership of keeping archives
- Documented Appeals Board meeting

## Education

### **Vistula University**

#### **Technical Communication**

10/2021-Present

Post graduate's Degree

### **Jagiellonian University**

#### **Public Administration**

10/2019 - Present

Master's Degree

### **Jagiellonian University**

#### **Public Administration**

10/2015 - 06/2019 Kraków, Poland Bachelor's Degree

„I agree to the processing of personal data provided in this document for realising the recruitment process pursuant to the Personal Data Protection Act of 10 May 2018 (Journal of Laws 2018, item 1000) and in agreement with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).”