



# MAREK ZIEBA

15.08.1988



604 885 656



ul. Berensona 10E/15  
03-287 Warszawa



marekzieba2@wp.pl

## Front-End Skills

HTML / CSS / SCSS

JavaScript / jQuery

GIT / GitHub

## Languages

English

advanced skills in speech and writing

## Employment History

*Customer Service Specialist*

05.2020 - till now

Folkpool Baseny Sp. z o.o.

- considering complaints and other notifications regarding the after-sales service of swimming pools, SPA bathtubs and swimming pool accessories;
- settling customer obligations, issuing invoices;
- cooperation with other departments of the company;

*Mechanical Service Advisor*

04.2019 - 05.2020

Autogala Sp. z o.o. – Authorized VOLVO Dealer

- calculation of orders and valuation of maintenance services, achievement of sales targets;
- issuing invoices and ensuring the completeness of the prepared documentation;
- supervision over the quality, scope and timeliness of repairs;
- preparation of technical documentation;
- professional customer service;
- managing and organizing the amount of courtesy cars;

*Mechanical Service Advisor*

10.2017 - 04.2019

Bohemia Motors Sp. z o.o. – Authorized SKODA Dealer

- calculation of orders and valuation of maintenance services, achievement of sales targets;
- issuing invoices and ensuring the completeness of the prepared documentation;
- supervision over the quality, scope and timeliness of repairs;
- preparation of technical documentation;
- professional customer service in accordance with the standards of Volkswagen Group Polska - obtained VGP certificate 04.2018
- management and organization of a fleet of courtesy cars;

*Technical Specialist*

01.2017 - 10.2017

Anca Cars Sp. z o. o. - Car Rental Company

- direct claims handling in respect of civil liability of motor vehicles.;
- support in the coordination of repairs and ongoing cooperation with car repair shops, leasing companies and insurance companies;
- support for the coordination of seasonal tire replacement;
- support for company car users in solving technical problems;
- support for the car replacement process and preparation of reports;
- settlement of costs related to the operation of the fleet;

*Rental Specialist*

07.2015 - 01.2017

Anca Cars Sp. z o. o. - Car Rental Company

- comprehensive customer service in the field of car rental;
- preparation of documentation in accordance with applicable procedures;
- implementation of substitution and collection of replacement cars in respect of civil liability of motor vehicles in Poland;
- preparing cars for rental and caring for the fleet;

## Education

Warsaw University of Technology

10.2007 - 06.2014

1st degree full-time studies, Aviation and Astronautics, specialization: Aviation Engines

High School

09.2004 - 06.2007

3rd High School in Zamo - Mathematics and IT profile

## Skills

- openness and the ability to learn quickly;
- communicativeness;
- multitasking;
- easy to adapt to the new environment;
- reliability and punctuality;
- ability to act in situations requiring time pressure;
- independence and initiative;
- effective time management;
- good manners;
- ability to work in a team;

## Hobby and Additional Info

- hobby: automotive, front-end technology, cybersecurity, good movie, photography and digital processing;
- participation in Science Clubs: Aviation Science Club, International Students Automotive Engineers - AeroDesign section;
- co-organization of mass events at the Warsaw University of Technology;
- member of the Residents Council of the Warsaw University of Technology in the years 2011-2013;
- member of the Disciplinary Committee of the Warsaw University of Technology in 2011-2013;
- member of the Order Service of the Warsaw University of Technology in 2015-2017;
- work in Iceland - contractor of paint coatings for windows, doors, decorative elements - 2014;
- B category driving license from 2006;

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).