

Adrian Pogorzelski

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Phone: (+48) 503 715 902
Date of birth: 23.04.1988
Nationality: Polish
Currently living in: Wrocław, Poland



EXPERIENCE

- 07/2018 - current **Scrum Master**
Nokia Solutions and Networks (Wrocław)
Organizing Documentation team's work utilizing Scrum and Kanban
- 02/2018 - current **Technical Writer**
Nokia Solutions and Networks (Wrocław)
Preparing technical documentation for Nokia products' customer-end users
- 08/2017 - 01/2018 **Account Knowledge Manager / Subject Matter Expert**
IBM Global Delivery Center (Wrocław)
- Documentation of procedures, and maintenance of knowledge database
- Consulting the procedures with the customer
- Training Service Desk (SD) agents (processes, hard and soft skills)
- Supporting SD agents in complicated calls
- 09/2016 - 07/2017 **Quality Assistant**
IBM Global Delivery Center (Wrocław)
- Verifying proper handling of customer calls
- Analysis of customer satisfaction
- Reporting the quality level of service
- Feedbacks and training sessions with SD agents
- 12/2015 - 08/2016 **Service Desk Agent**
IBM Global Delivery Center (Wrocław)
- First line of technical support

EDUCATION

10/2009 - 09/2012 **Technical University of Bialystok**
logistics
Bachelor's degree

SPOKEN LANGUAGES

Polish	native
English	fluent
Russian	intermediate
Belarussian Spanish	basic

SKILLS

MS Word, Excel, PowerPoint, JIRA
HTML, CSS, JavaScript, VBA, XSLT
ITIL, Scrum, SAFe, Agile, Kanban, Lean Management, Six Sigma, Kaizen
Train the Trainer, Continuous Improvement

COURSES AND CERTIFICATES

01/2019	SAFe 4.5 Practitioner Organized by: Nokia Solutions and Networks
07/2018	Scrum Master Basics Organized by: Nokia Solutions and Networks
09/2017	Excel VBA intermediate Organized by: IBM
03/2017	Feedback and difficult conversations with employees Organized by: Altkom
03/2017	Engaging employees in the process of continuous improvement Organized by: Altkom
09/2016	ITILv3 Foundation Organized by: Peoplecert
09/2016	Train the Trainer Organized by: ProLearning

HOBBIES

Guitar music, cinematography, physics and astronomy