

KAMIL MAZANEK

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About me

I am a positively attituded person with a creative mind and I crave new challenges.
I have strong communication skills, eager to work in an international environment and to meet new people.
I am responsible, trustworthy, efficient, enthusiastic but also patient, always ready to improve my skills and learn something new. I am passionate about cinematography, pictures, travel and cameras.
I have great technical and troubleshooting skills, I am focused - not afraid to work and to make decisions in critical situations and deadlines.

Professional experience

2019 - today Salesforce Operations Admin (Accenture/Econsulting):

- Implementation of the Support Model on the Salesforce environments,
- Troubleshooting and investigating issues on the Salesforce and Marketing Cloud Platform,
- Reporting and Managing tickets in Jira,
- Providing training for business and market users,
- Implementing and deploying change requests,
- Salesforce.com, Marketing Cloud, Identity system user administration,
- User Access Management,
- Data manipulation,
- Fulfilling predefined requests,
- Creating and management of Marketing Cloud Journeys,

2018 - 2019 User Access Management / Salesforce Operations Admin (Accenture/Econsulting):

- Reporting and managing tickets in Jira and Service Now,
- Working on data and reports,
- User Access Management,
- Management requests and Identity Connect tool configuration,
- Management of SAP reports,
- Providing training for staff and end-users,

2015 - 2018 Senior Technical Support Specialist (Integer Group Services):

- Training staff,
- Maintaining quality
- Preparing reports,
- Creating and managing process and flows,

2013 - 2015 Technical Support Specialist on the UK, Canada Market (Integer Group Services):

- Working on 1 and 2 lines of support,
- Support of internal employess,
- Support to end customer,
- Reporting and managing tickets,

Education

2012 - 2016 Bachelor studies - Organisation of Film and TV Production - Andrzej Frycz Modrzewski Krakow Univeristy

Languages and certifications

- Polish - native
- English - fluent
- Salesforce Certified Administrator

I hereby give consent for my personal data included in my application to be processed for the purposes of the recruitment process under the Personal Data Protection Act as of 29 August 1997, consolidated text: Journal of Laws 2016, item 922 as amended.