

Bartosz Makowski
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Personally build website with my resume: <https://bartosz-makowski.github.io/Resume/>

Profile

Highly reliable and professional individual with excellent organisational skills. Hard working and able to communicate effectively and learn new skills quickly. Able to perform in and exceed expectations in a demanding and stressful environment. Seeking an opportunity to transfer skills to a new role.

Work Experience

Computacenter – Central Event Scheduler (Lloyds Bank Scotland region and Yorkshire Building Society accounts) - December 2019 – July 2020

Responsibilities

- Utilise excellent resource planning and administration skills
- Logging multiple engineer work-requests onto the in-house job management system and tracking each request through to completion
- Dispatch & schedule engineers (by skill & geography) to relevant sites
- Constantly liaising with internal and external contacts, ensuring both excellent customer service and satisfaction by providing efficient and regular updates
- Confident using different IT systems, with experience in the MS suite in particular Microsoft Excel and Outlook
- Great listening skills and ability to multi task in order to be able to manage a demanding workload in the fast paced and Service Level orientated role
- Gather information through relevant business systems/tools to ensure that relevant data is recorded for reporting purposes
- Provide good customer service to ensure that requests for information are provided to avoid customer escalations
- Prioritise own workload ensuring that deadlines and customer requirements are met
- Advising and providing support to customers to satisfactorily resolve queries and escalations where appropriate.
- Ownership of service quality within the area of responsibility.
- Working in an environment with SLA's and KPIs
- Confident in working in a busy pressurised environment
- Good problem solving skills
- Ability to build relationships
- Good time management skills
- Strong minded
- Flexible and able to adapt to changing circumstances

Stoke Mandeville Hospital – Physiotherapy Assistant Band 3 April 2019 – October 2019

Responsibilities

- Organise and prioritise own tasks and activities being flexible to the needs of the service
- Collect statistics submitting them as per service requirement
- Use of appropriate telephone skills to obtain specific information
- Undertake administrative tasks related to record keeping, filing, supplies and message taking
- Carry out administrative and clerical tasks as required for the smooth running of the service
- Monitor and order equipment supplies deemed necessary by senior team members

- Exercise good personal time management, punctuality and maintain consistent and reliable attendance
- Use skills of negotiation, motivation and explanation to encourage patients to engage in their therapy
- Responsible for providing proficient communication with patients and their relatives in challenging situations
- Communicate effectively with the multi-disciplinary team regarding changes of patient's condition, response to treatments or any other necessary information that may influence patient's progression

Sports Massage Excellence Hatfield 2014-Present Owner/therapist

- Organising and maintaining diaries and making appointments
- Managing business website and on-line profiles
- First point of contact with clients
- Use of clinical reasoning to create, evaluate, amend or stop treatments as necessary
- Time management - making sure the assessments and notes writing are undertaken in a timely manner.
- Assessments of musculoskeletal conditions using postural analysis, movement screening techniques, orthopedic testing and muscle testing
- Completing self-assessment tax returns in according to the deadlines

City Sports Massage Ltd. London 2014 – November 2018 Sports & Remedial Massage Senior Therapist

- Carrying out objective and subjective assessment methods for potential postural faults or soft tissue dysfunctions
- Developing appropriate treatment plans according to the needs of every client
- Working in a team of different health care professionals such as physiotherapists, osteopaths and GPs
- Creating monthly reports and invoices
- Organising and maintaining diaries and making appointments
- Being involved in the recruitment process and delivery of training workshops to new members of staff
- Managing expenses and filing tax returns according to deadlines

Additional skills

Coding languages:

- HTML
- CSS
- Java Script

Driving license

Education/Qualification

April 2020 – currently - Code Institute

Full Stack Software Developer course

2013 - 2014 – Institute Of Sport and Remedial Massage, London

BTEC Lev 5 Clinical Sport and Remedial Massage Therapy

Many CPD courses

2008 - 2011 – Medical University of Lublin, Poland

BSc Physiotherapy

References available upon request