Artur Malkiewicz

Personal data

Date of birth
14.11.1986
Citizenship
Polish
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89 Clarkes Wood
Cork
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Skills

Programming fundamentals

Cloud literacy

General knowledge of the Cloud Platforms such as AWS

Multitasking in a fast-paced, stressful environment with strict deadlines

Analyzing great amount of information in short period of time

Working as an independent supervisor and with a team

Excellent Time Management skills and ability to prioritise tasks

Ability to learn and adapt to new technologies

Driving license:category B

Experience

Denied Party Screening Investigator AML
Amazon | March 2021 - Present
Verify and investigate Amazon sellers registration documents and eliminate transaction risks for customers. Collect, identify and sort out the latest fraud trends and patterns in order to help minimizing risks by taking appropriate actions. Crosschecking Amazon sellers against Sanctioned entities as well as PEPs. Achieve and exceed weekly productivity and quality standards consistently.

Technical Support Specialist – Google
TELUS International | November 2020 –March 2021
First line technical support for Google Workspace customers providing resolution and initial troubleshooting for all technical queries related to the platform. Answer and document calls/email/chat in line with clients SLA's and team KPI's. Contribute to creating and updating a support knowledge base. Maintain and support quality and statistical standards.

Pilot Trainee
Atlantic Flight Training Academy | SEP 2019 – MAR 2020

Flight Operations Officer
Ryanair | SEP 2018 – SEP 2019 FLIGHT OPERATIONS OFFICER
Crew control. Maintaining the schedule and monitoring over 400 aircrafts. Management of LIDO flight planning system, producing compliant and cost-efficient flight plans. Ensuring flight plans are filed and flight plan briefs are sent to pilots. Applying for ad hoc runway slots.

Operations Supervisor
Swissport International LTD. Dublin Airport | JUL 2016 – AUG 2018
Ensure the safety of the flight by adhering to required operating regulations. Make operational decisions that are consistent with the operational plan Coordinate operational issues between dispatchers and flight crew members. Monitor and ensure that all dispatcher procedures are followed accordingly. Ensure the overall supervision and quality of the dispatch release, flight following and operational control processes. Keeping Airport Authorities and all airlines with continuous communication. Coordinate with all departments, duty managers and line management daily. Making weekly and monthly roster for team of 32 dispatchers.

Flight Dispatcher
Sky Handling Partner Dublin Airport | SEP 2013 – JUN 2016
Flight and Traffic Co-ordinator, dispatching flights for clients including Aer Lingus, Regional, Norwegian, Air Contractors, FlyBe, City Jet, Scandinavian, Air Moldova, TNT.
Weight and balance trained, responsible for aircraft turnaround and ensuring correct paperwork is submitted including final load sheet. Acting as central point of contact, liaising with Flight crew, ramp crew, boarding staff etc.

Flight Dispatcher
LS Airport Services Warsaw Airport | NOV 2010 – AUG 2013
Monitoring all handling services upon turnaround.
Push and start procedure, ground to deck communication. Aircraft weight and balance in various computer systems.

Languages

POLISH
- native

ENGLISH
- fluent

Education

Currently **PITMAN TRAINING**
ADVANCED SOFTWARE & WEB DEVELOPER DIPLOMA

2016-2017 **IT CARLOW**
AVIATION MANAGEMENT

2007-2009 **UNIVERSITY OF WARSAW**
SCHOOL OF LAW

2003-2006 **A. FREDRO HIGH SCHOOL IN WARSAW**
- Leaving Certificate across NFQ Levels 4 / 5

Certifications

- **AWS Educate Introduction to Cloud 101**
- **Introduction to Linux**
- **Learning Linux Command Line**
- **Linux: System Maintenance**
- **Networking Foundations: Servers**