

# JOANNA MACIOLEK

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## PROFILE

**Experienced professional with an eye for detail, proficient in management of global data sets. 5 years of experience in an operational role within the FMCG industry. Supported several high-profile clients with data delivery & quality enhancements. Passionate team-player, always going the extra mile to support colleagues & clients. As a next career step, I am looking for an opportunity to further develop my skill set in a data analytic field.**

## EXPERIENCE

### **Global Client Liaison**

**05/2014 – current**

*Nielsen, Amsterdam*

- Managing all operational aspects of data production, data quality and delivery to global clients (such as Heineken, Nespresso, Perfetti Van Melle, Savencia, Ontex)
- Executing technical requests related to databases, processes of production, methodology, product classification
- Liaising with clients personally to discuss project updates & to submit proposals for improvements
- Acting as data quality expert in several product categories
- Designing, testing and implementing database enhancements
- Cooperating closely with internal and external stakeholders including client teams, Nielsen onshore/offshore teams & third-party data providers

### **Account Services Executive**

**06/2013 – 06/2014**

*Nielsen, Amsterdam*

- Preparing, maintaining and delivering of multi-country data reports for international clients
- Executing data queries & data orders for Nielsen international departments worldwide
- Acting as database content expert on FMCG for the Dutch market
- Coordinating production & quality checks of custom ad hoc reports
- Cooperating closely with Account Managers, local production departments worldwide and offshore teams in India

### **Account Services Trainee**

**05/2011 – 05/2012**

*Nielsen, Amsterdam*

- Preparing, maintaining and delivering of multi-country data reports for international clients (such as Danone, Starbucks, P&G, Unilever, Bavaria)
- Overseeing the administration of internal processes in Dutch operations department
- Managing & producing custom ad hoc reports
- Resolving data queries
- Cooperating with onshore & off-shore production teams worldwide
- Acting as a backup for database content expert for FMCG for Dutch market

### **Administrative Assistant (part-time)**

**2004 – 2008**

*International Trade Fairs, Poznan, Poland*

- Issuing invoices
- Answering customers queries
- Entering data

## EDUCATION

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**Bachelor's in Business Administration** **2009-2013**  
*Inholland University of Applied Sciences, Amsterdam*

- Specialization: Strategic Management and Doing Business in Global an Environment

**Bilateral Exchange Program 'Erasmus'** **09/2007-02/2008**  
*University of Boras - Boras, Sweden*

- Faculty: Business and Informatics

**Higher Education Foundation Course: Information Technology** **2006**  
*Newcastle Upon Tyne College -Newcastle, UK*

## ADDITIONAL SKILLS

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- Advanced in **Microsoft Excel, Microsoft Word, PowerPoint**
- Experienced user of Nielsen's software: **Nitro, Nielsen Answers Desktop, NIS**
- Beginner experience with **Salesforce**
- Basics of **HTML, CSS, JavaScript**

## LANGUAGES

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- English: fluent
- Dutch: intermediate (NT2 Level II certificate)
- Polish: mother-tongue

## INTERESTS

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watercolor painting, dog training, yoga, web development