KAMILA ŻOŁĄDEK
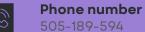
SUMMARY

During my studies and work experience, I have learned to quickly process numerical data and adapt to changing situations. My years of involvement in volleyball–as a player, referee, and member of the DZPS Games and Discipline Committee (2021-2024)–have helped me develop strong teamwork skills. When working on projects, I focus on presenting data clearly and effectively using storytelling and visualizations. I also enjoy traveling and discovering new places.

Mail
kamilazoladek@wp.pl

Phone number
505-189-594

PERSONAL SKILS

- **Data Analysis: Basic knowledge of Tableau, Knime, and programming languages R and Python.**
- **MS Office Skills: Intermediate proficiency in Excel, Word, Power BI, and writing SQL queries for Access tables.**
- **Geographic Information Systems (GIS): Intermediate knowledge of QGIS and ArcGIS.**
- **Data Visualization: Ability to create clear reports and dashboards to support decision-making.**
- **Planning and Organization: Strong skills in planning work stages and managing tasks effectively.**
- **English Language: Communicative proficiency (B2 level).**

SOFT SKILLS

- **Problem-solving and analytical thinking: Logical approach to solving problems and drawing conclusions from data.**
- **Teamwork: Effective collaboration with others to achieve common goals.**
- **Working under pressure: Ability to complete tasks efficiently while maintaining quality and meeting deadlines.**
- **Communication skills: Ease in building relationships and explaining complex topics in a clear and accessible way.**
- **Flexibility: Quick adaptation to changing requirements and environments.**

CERTIFICATES FROM DATACAMP TRAINING:

- **INTRODUCTION TO R**
- **INTRODUCTION TO THE TIDYVERSE**
- **INTRODUCTION TO TABLEAU**
- **DATA MANIPULATION WITH DPLYR**

EDUCATION

2024 - PRESENT

WROCŁAW UNIVERSITY OF ECONOMIC AND BUSINNES

POSTGRADUATE STUDIES –
BUSINESS ANALYST IN IT & BUSINESS

OCT 2019 - SEP 2024

WROCŁAW UNIVERSITY OF ENVIRONMENTAL AND LIFE SCIENCES
BACHELOR OF ENGINEERING
IN SPATIAL ECONOMY

MASTER'S DEGREE
IN SOCIO-ECONOMIC ANALYTICS

EMPLOYMENT

DEC 2023 - PRESENT

DELIVERY CONTROL TOWER TRAINER
AMREST SP. Z O.O.
- Contact with restaurants and suppliers
- Creating a transport network for pending orderds
- Optimizing delivery processes
- Creation of training materials for restaurant staff.
- Resolving restaurant inquiries to optimize the delivery process.
- Conducting certifications and analyzing the skills of trained individuals.
- Organizing driver dispatches while ensuring compliance with the FIFO method.

JUL 2020 - SEP 2020

OFFICE ASSISTANT - BAILIFFSHIP
- Managing post and preparing document drafts

JUL 2020 - OCT 2024

CUSTOMER SERVICE SPECIALIST
CCIG GROUP SP.Z.O.O.
- Customer care (telephone support of Media Expert and Grecos Holidays customers)
- Training new staff Registration and order process control
- Manipulation of data

JUL 2019 - OCT 2020

SALES PERSON
PRZEDSIĘBIORSTWO HANDLU ZAGRANICZNEGO BALTONA S.A (WROCLAW NICOLAUS COPERNICUS AIRPORT)
- Professional customer service
- Promoting the company
- Implementation of sales plans