

# KAROLINA MAKSIMCZUK

## CONTACT

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London, United Kingdom

## EDUCATION

**A-LEVEL in Mathematics, English, Polish**  
2018

College in Gdansk, Poland

**GCSE in Mathematics, English, Polish**  
2018

College in Gdansk, Poland

## KEY SKILLS

- Attention to detail
- Persistence
- Fundamentals of computer science
- GIT for source control
- Problem solving techniques using Agile and SCRUM methodology
- HTML, CSS and JavaScript foundations

## PROFESSIONAL STATEMENT

Enthusiastic, passionate and trustworthy individual, who always goes above and beyond to deliver the best possible service. Very organised, reliable and able to adapt to change. I can work on my own initiative, work well as part of a team and remain calm and professional under pressure. Fascinated by new technologies and motivated to learn them. I am currently looking into career paths within the region of software development, as I am interested in the processes of coding and solving problems.

## WORK EXPERIENCE

**CUSTOMER SERVICE ADVISOR | JANUARY 2023 - PRESENT**  
TELEPERFORMANCE | UNITED KINGDOM

- Providing support to customers claiming Universal Credit
- Building positive relationships with customers that encourage, motivate, and build trust
- Making timely decisions, based on customer needs, and referring them to appropriate help and support
- Working collaboratively, effectively and flexibly within the team and contributing towards the development of the role

**TECH TALENT ACCELERATOR PROGRAM | MAY 2022 - JULY 2022**  
GENERATION | UNITED KINGDOM

- Understood the structure and attributes of web applications using HTML, CSS, JavaScript and TypeScript
- Completed several projects using JavaScript in accordance with Agile
- Built a multifunctional website using HTML5, CSS, and bug-free code
- Tested new features and developments on web applications
- Learnt key employability skills: growth mindset, future orientation, personal responsibility and persistence
- Acquired a knowledge of organising time and prioritising workload
- Worked and communicated effectively by understanding the ideas of others, along with adapting communication style to customers, colleagues and supervisors

**TEAM LEADER | MAY 2018 - JANUARY 2021**  
BENUGO | UNITED KINGDOM

- Oversaw all activities within a team and decided how to approach tasks, also develop a plan to accomplish them
- Collaborated with the wider management team to create and enhanced processes, skills and client services
- Co-managed workflows and workload to ensure maximum efficiency and the achievement of excellent service delivery
- Communicated with staff to ensure the correct interpretation and execution of assigned instructions

### **STORE ASSISTANT | JANUARY 2018 - APRIL 2018**

ALDI | UNITED KINGDOM

- Delivered excellent customer service by working flexibly as part of a team
- Complied with store policies and procedures to ensure smooth operations and minimise loss
- Collaborated enthusiastically with all team members and offer to support them when needed to form a united high performing team

### **PERSONAL TRAINER | FEBRUARY 2017 - NOVEMBER 2018**

CALYPSO | POLAND

- Created 100+ unique training plans, focused on strength, endurance, weight loss, mobility, flexibility, coordination, agility, and many other aspects of fitness
- Scheduled 15-25 sessions (including group sessions) a week, never missed a session without giving at least 24 hours notice
- Provided clients with safe, reasonable exercises that they can perform in the gym as well as at home

### **PERSONAL BANKING ADVISOR | JUNE 2014 - JANUARY 2017**

CREDIT AGRICOLE | POLAND

- Provided splendid customer services to customers in a friendly and courteous manner at all times
- Met and exceeded personal sales, cross sales and quality referral targets, contributing towards the branch team's service and sales targets
- Ensured that all the bank's policies and procedures, code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties
- Worked as part of a team to attract new customers and deepen customers relationships

### **CUSTOMER SERVICE ADVISOR | FEBRUARY 2011 - MAY 2014**

ORANGE | POLAND

- Enhanced customer engagement by over 10% by identifying and leading implementation of new contact strategy
- Delivered promotional presentations to current or prospective customers
- Informed team members of individual and overall sales targets to promote accountability
- Explained technical product or service information to customers

## **INTERESTS**

In my spare time I enjoy regularly going to the gym and helping people to achieve their physical goals, learning programming languages such as Python and JavaScript.