



Karolina Maksimczuk

London

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[karolina-ldn \(github.com\)](https://github.com/karolina-ldn)

PERSONAL 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.

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

EXPERIENCE

Team leader, Benugo Limited

London

May 2018 to January 2021

- 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
- Created a productive work environment for the team

Store Assistant, Aldi

Bishop's Stortford

January 2018 to April 2018

- 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, Gym Instructor

Poland

February 2016 to October 2017

Generation

- 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, Credit Agricole Poland June 2015 to January 2016

- 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
- 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

Personal Banking Advisor, SKOK Poland June 2014 to May 2015

- Met and exceeded personal sales, cross sales and quality referral targets, contributing towards the branch team's service and sales targets.
- Provided an excellent customer experience ensuring that every customer is treated in a warm, friendly and respectful manner
- Completed all tasks and roles expected of me by my line manager

Telemarketer, Orange Polska Poland February 2011 to May 2015

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

EDUCATION

- **A-levels Mathematics, English, Polish**
2015 - 2018 College in Gdansk, Poland
- **GCSE Mathematics, English, Polish**
2015 - 2018 College in Gdansk, Poland

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.