Opis:

I am a results-driven professional with a proven track record in enhancing operational efficiency through automation, data management, and process optimization. With a background in Python scripting, data analysis, and database management, I have successfully contributed to streamlining operations at Sedlak&Sedlak and AON, saving valuable time and resources. My experience as a Customer Service Advisor reflects my commitment to delivering top-tier client support while identifying innovative solutions to improve workflows. I bring a strong analytical mindset and technical expertise to drive excellence in any team.

Doswiadczenie:

**Sedlak&Sedlak – Data Analyst**

*Improved Payroll and Stock Report Processes*

* Developed numerous Python scripts to automate manual tasks, resulting in significant time savings for the company.
* Streamlined the creation of Power BI dashboards to measure employee efficiency and monitor sales progress, replacing manual Excel-based tools and saving hundreds of hours in the long run.
* Managed the CRM system, creating advanced reports, and overseeing the database.
* Crafted MySQL database queries for data analysis.
* Created Python tools for salary statistical analysis.
* Maintained VBA scripts and Excel tools.

**AON – IT Specialist – Business Systems Analyst**

*Calculation Model Builder for German Retirement Plans (PensionPlus)*

* Constructed calculation models for German retirement plans using PensionPlus.
* Managed data and established procedures in an Oracle database (SQL/PLSQL).
* Optimized processes by creating procedures that replaced manual work.

**Customer Service Advisor**

*English-Speaking Customer Support*

* Provided customer support for English-speaking clients.
* Offered information regarding employee benefits and insurance.
* Identified solutions to enhance consultant workflows, resulting in reduced training time for employees.

**PEKAO – Customer Service**

*Bank Product Information Dissemination*

* Delivered information about the bank's products to customers.
* Approved transactions while ensuring security measures.