

# Barbara Puchała

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July 2023 - now Siemens

Inside Sales Executive, Portugal

- Taking full responsibility on the assigned projects,
- Outbound sales outreach to generate new business opportunities utilizing email, LinkedIn messaging, phone, and other prospecting techniques.
- Qualify leads and set up meetings to deliver best customer experience.
- Reach out via phone, email, or/and social media channels to prospects.
- Work strategically with management to deliver forecasts, identify trending opportunities/challenges, and provide recommended solutions.
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September 2022 - June 2023 Poland

O2B Export Analyst

- Working with all processes related to export business (tenders, Sales, ICC, Incoterms, bid, and performance bonds, Letters of Credit, price negotiations, quotations, etc),
- Taking full responsibility on the assigned project, and make sure that all necessary processes and actions are executed and delivered properly,
- Answering potential customers' questions as well as providing required information, troubleshooting, manuals etc.
- Effectively managing the day-to-day export operational environment from timely and accurate order placement, fulfillment, collections, payment applications, returns, disputes, adjustments, etc. all actions performed with strong focus on KPIs, preparing sales plans following forecasts as provided by clients.
- Supporting global O2C projects with focus on accurate, efficient & compliant export business operations,
- Supporting the overall O2C Supply Chain Management Export team by demonstrating flexibility in providing cover for team members and training of new team members.
- Continuous improvement, developing in a variety of areas, acting as a coach and trainer for other team members,
- Acting as SMEs for Deviations and Inventory Reconciliation.

September 2018 - August 2022 Honeywell SPS Poland

Customer Experience & Sales Senior Specialist

- Responsible for product knowledge answering customer questions, troubleshooting, and providing products sales which satisfies their needs perfectly.
- Searching sales opportunities and identifying customer needs,
- Perform cost-benefit and needs analysis of existing and potential customers to meet their needs, participate in sales negotiations.
- responsible for growing and maintaining customer relationships for sales process for the assigned customers through CRM.
- Establish, develop, and maintain positive business and customer relationships, create business opportunities and growth.
- Expedite the resolution of customer problems and complaints to maximize satisfaction.
- Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- Handling entry level customer related issues and concerns (SAP, Sales Force, InContact), working with clients within and beyond EU,
- Acting as Team Leading backup, managing a team of Customer Care Specialists, focusing on people development and employee engagement, to deliver excellent Customer Service,

## Languages

English - advanced

Polish - native

## Trainings

Driving License,

Grundbaustein zum Zertifikat Deutsch,

ISO45001,

Hardiness - stress resistance,

Invoicing etc,

And others

## Hobbies

Speed skating, running, dogs.

## Skills

Experienced with SAP SD, SAP S4/HANA

Experienced with Salesforce (Lightning Experience) platforms.

Experienced with ServiceNow and Veeva Valut, InContact, Genesis,

Team player; supportive, good coaching skills,

Excellent organizational skills, and experience in an operational and customer-facing role

Professional and responsible,

Have ability to work effectively under pressure and unsupervised,

Strong communication and leadership skills to build quality relationships with the Team and with the Partners,

Strong problem-solving skills, attention to detail, the ability to prioritize tasks effectively.

Autonomous and proactive.

- Recording all customer interactions into a CRM (Customer Relationship Management) Database,
- Processing standard orders and verifying its accuracy within timeframes, ensuring KPIs are met, implement improvements to existing processes,
- Interface with other departments as required, handling customer situations, research customer issues and solving internal coordination problems, maintains communication by troubleshooting, reporting and tracking problems,
- Maintain complete customer records of all direct customers returns, orders, credits, and requests,
- Ensure timely and accurate update of all master data records, maintaining Pricing and client's master data in SAP,
- Playing role of SME - Subject Matter Expert for e-commerce.

**February 2016 - August 2018      Tenneco Automotive Poland**  
**Customer Service Coordinator**

- Working within SAP SD, EDI or manual order processing if required,
- Providing full customer service as far as timely (JIT or JIS) delivery and production of AM and OE parts are concerned,
- Answering clients' questions/ requests (contact via email, phone) supervising orders are dispatched and satisfied in full and in due time,
- managing production and shipments within ERP system.
- Order management (verifying forecasts and other data in SAP), working with EDI, JIT, Forecast,
- Cooperating with other teams when required (technical, logistics, claims etc.)
- Taking care of continuous improvements to existing processes
- Planning and prioritizing the workload to ensure timeliness and KPIs are met.
- Providing best customer experience to companies as VW, BMW, Peugeot, Boysen, and others.

**February 2006 - January 2016      IZO-ERG S.A. Poland**  
**Foreign Trade Specialist - Sales Representative**

- Increasing the value of existing clients and attracting new clients,
- Continuously improve business development processes and strategies to increase efficiency,
- Managing end to end selling process and building long-term partnerships with Clients through understanding their business and objectives
- Identify and develop new business and sales opportunities by researching and analyzing market trends and potential clients,
- Drive the sales of the assigned customers and builds long lasting and effective customer relationships,
- Preparing quotations to suit best clients' requirements,
- working with Customs Clearance Office, cooperating with planning, production, and other departments to ensure smooth realization of orders,
- Deliver quality customer service by researching and responding to all internal & external partners' inquiries quickly and effectively.
- Collaborate with other teams, such as Marketing to develop and execute strategies for generating new business and achieving revenue targets
- Provide excellent customer experience through accurate information, training, and support if required, keeping high level of CSAT,

January 2003 - January 2006 English translator/ interpreter freelance

Education

2007 - 2008                      University of Wroclaw

1999 - 2005	Translating (English) post-graduation Wyższa Szkoła Zarządzania Marketingowego i Języków Obcych w Katowicach, Business English Master Degree
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