

Pola

R a d o m s k a

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🏠 HALMSTAD, SWEDEN



## LANGUAGES

- Polish- Native
- English- C2
- German- B2

## EDUCATION

- Wyższa Szkoła Bankowa  
National security with Criminology      Gdańsk/Poland
- IV Liceum Ogólnokształcące  
Police program      Malbork

## CERTIFICATES

- Forensic and criminological aspects of sexual crimes, Visual inspection of the crime scene, Forensic and criminological analysis of murders carried out by minors.  
(05/2021)  
Center for Forensic Science and Forensic Medicine/ CKiMS
- Theoretical and practical training on the organization of tasks and the functioning of the Police formation  
Issued by the IV High School in Malbork
- ChatGPT - what you should know to stay safe, Real life scenarios attack, Cybersecurity Month, Privacy and GDPR  
(2023-2024)  
Infosec IQ SmartRecruiters

## PERSONAL PROFILE

As a hardworking, assertive but mostly positive person, I believe that demonstrating hard and smart work is the key to feeling complete.

I am an effective communicator in four languages possessing solid customer-service & IT skills, which I use in favor of the customer, both in direct contact with them but also in a back-office environment.

Additionally, in my personal life, I am also dynamic and I am passionate about climbing, travelling and engaging with people from different backgrounds to enrich my personal skills.

## PROFESSIONAL EXPERIENCE



### Customer Support Representative

06/2023- Current  
SmartRecruiters

Gdańsk

Engage daily with SmartRecruiters customers to address inquiries, resolve issues, and provide education, ensuring their success and high satisfaction levels. Deliver exceptional support to a diverse global client base while identifying and testing technical issues. Collaborate effectively across departments, including product management, engineering, and professional services, to implement strategies that enhance customer experiences. Lead and participate in various projects within the support and services domain.



### Analyst, Case Activation and Allocation

04/2022- 04/2023

Gdańsk

LSEG (London Stock Exchange Group)

Oversee the case allocation system, ensuring accurate confirmation of case fees and due dates to prevent financial penalties for customers. Update system information and communicate relevant details to stakeholders. Collaborate with research teams to maintain accurate and timely client data, minimizing regulatory risks. Assist the customer sales manager with training and onboarding processes, providing insights into company operations as needed.



### Security Officer

10/2021 - 03/2022

Gdańsk

Olivia Business Center



### Assembler / Operator

02/2020 - 08/2021

Starogard Gdański

AQ Wiring Systems



### Military Service

08/2018 - 11/2018

Chełmno

The 3rd Road and Bridge Battalion