

Barbara Novak  
Sales & Customer Experience Specialist

Experienced in sales operations, customer support, and inside sales with multinational companies. Skilled in CRM, SAP, Salesforce, and cross-border trade. Strong communication and leadership skills with a proven record of building long-term client relationships.

Contact Information:

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Work Experience:

Inside Sales Executive | Siemens, Portugal (Jul 2023 – Present)

- Managed assigned projects and handled outbound sales outreach through email, phone, and LinkedIn.
- Qualified leads, scheduled meetings, and supported new business development.
- Collaborated with management to forecast and identify sales opportunities.

Export Analyst | O2B, Poland (Sep 2022 – Jun 2023)

- Oversaw export processes including tenders, sales, ICC, Incoterms, bids, and performance bonds.
- Provided information to customers, prepared manuals, and ensured smooth operational workflows.
- Supported global O2C projects and coached new team members.

Customer Experience & Sales Senior Specialist | Honeywell SPS, Poland (Sep 2018 – Aug 2022)

- Delivered product knowledge, troubleshooting, and sales support.
- Built and maintained customer relationships through CRM systems.
- Led a team of Customer Care Specialists as a backup team lead.
- Provided reports to management on customer needs and competitive activities.

Customer Service Coordinator | Tenneco Automotive, Poland (Feb 2016 – Aug 2018)

- Managed SAP SD and EDI order processing and ensured JIT delivery.
- Communicated with clients, logistics, and technical teams to resolve issues.
- Monitored KPIs and provided continuous process improvements.

Foreign Trade Specialist & Sales Representative | IZO-ERG S.A., Poland (Feb 2006 – Jan 2016)

- Increased client value and attracted new business opportunities.
- Managed end-to-end sales and negotiated long-term partnerships.
- Coordinated with production and logistics teams to ensure smooth delivery.
- Prepared quotations and delivered high-quality customer service.

Freelance Translator & Interpreter (English) | Poland (Jan 2003 – Jan 2006)

- Delivered translation and interpretation services for business and academic clients.

Education:

- Master's Degree in Business English | University of Katowice, Poland (1999–2005)
- Postgraduate in English Translation | University of Wroclaw, Poland (2007–2008)

Skills:

- SAP SD, SAP S4/HANA, Salesforce, ServiceNow, Veeva Vault, InContact
- Customer relationship management, team coaching, process improvement
- Strong organizational skills, problem-solving, and ability to work under pressure

Languages:

- Polish (Native)
- English (Advanced)

Hobbies:

- Speed skating, running, dogs