

Kamil Wiśniewski

Customer Success Manager

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Personal Profile

I am experienced and passionate Customer Success Manager, trained in building professional, long lasting relationships with customers. I possess ability to listen and to provide high quality service to international customers and to work effectively under pressure. In my work I always try to be close to my customers and to be truly customer – centric as I believe this is the only way to have a deep understanding of the customers' unmet needs and to achieve mutual success, which I believe is an essence of customer success and my core value. I have an experience in working in international teams and production processes, mediating and negotiating to achieve set goals. I am self – motivated and able to work well either within a team setting or independently. I speak English and Polish languages, both fluently. I am able to remain calm and focused upon the task in hand; being able to work methodically and systematically completing tasks - without losing a focus. In my work I am mostly focussed on the solutions, not the problems.

Career History

2022 - Current: PeopleCert

Customer Service Agent/Troubleshooter/Online Exams Proctor:

- Solved any problems my customers may have actively listening to them and by applying a flexible & adaptable customer centric approach
- Conducted the spoken interview in strict accordance with the Online Proctor's script and exam specifications
- Identified solutions and troubleshooted to resolve system issues.
- Marked the exams upon completion of the session, contacted customers through CRM and completed reports.

2019 - 2022: CMK Furniture

Customer Success Manager:

- Built long lasting, fruitful relationships with international customers adopting a customer – first philosophy
- Acquired and maintained customers, increasing the company sales by nearly 30% over the last year
- Developed documentation and logs of implemented solutions and work completed, generated and submitted reports in company's CRM
- Conducted training, mentored and built working relationships with new team members to promote productivity, accuracy, motivation and commitment to friendly service
- Involved in running the company's social media, content writing and online marketing
- Managed and completed many different projects cooperating with different teams

2016 - 2019: Suffolk County Council

Social Worker in Family Solutions Team, West Suffolk House:

- Carried Social Work Assessments, organised and led meetings and conferences

- Built professional and positive relationships with customers to encourage changes in their life and making positive choices
- Provided mediations between customers and negotiated to achieve set goals
- Provided high quality customer service to meet customers' needs
- Wrote reports and recorded daily activities on internal system
- Provided training and support to less experienced colleagues
- Took part in supervisions, reported to management

2013 - 2019: Suffolk County Council

RCCW:

- Worked in partnership with families and other professionals
- Reviewed and wrote up Placement Plans, Behaviour Management Plans, Care Plans, Missing From Care Protocols actively involving customers
- Participated in training, supervision, team meetings and Children Rights Meeting
- Built positive and trusting relationships with customers often displaying challenging behaviour and being difficult to approach
- Managed difficult behaviour and conflicts, provided mediations and negotiated with customers to deescalate difficult situations

2008 - 2013: Grampian Factory

Deputy Manager

- Managed and promoted teamwork in group of 25 people
- Cooperated with factory Management team, participated in targets setting and encouraging team to achieve set goals
- Planned and scheduled work, checked and inspected quality of completed work and personnel
- Supervised receiving and dispatching orders for products or deliveries
- Took part in recruitment processes and making decisions regarding employment within my department

Key Skills

Personal

- Good organisational skills
- Tactful and articulate
- Planning Strategically
- Good communicator and listener
- An eye for detail
- Able to deal with challenging behaviour and demanding customers
- Good mediator and negotiator
- Native Polish speaker
- Fluent English speaker
- Problem solver

Professional

- Experience of building relationships with customers from international backgrounds
- Exceptional ability to complete projects on or before deadlines
- Excellent communication and presentation skills

Academic Qualifications

Lowestoft College 2013 – 2015

Level 3 Diploma in Working with people

University of Informatics and Economics - Faculty of Sociology and Pedagogy 2005 -2008

Bachelor Degree in Social Pedagogy