




# Lubomir Seman




## Personal details

 Lubomir Seman

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 Finticka 12  
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## Skills

Technical Skills: Zendesk,   
Facebook Ads Manager,  
Google Play Support  
Systems, CRM Tools  
(Salesforce, HubSpot)

Core Skills: Incident   
Resolution, Process  
Optimization, Operational  
Maintenance, Workplace  
Safety Protocols (Confined  
Spaces, 5S, LOTO)

## Languages

English

Slovak

Czech

Spanish

## Professional Summary

Versatile professional with 4+ years of experience across customer support, logistics, and high-tech industries, including projects for Northvolt, Google, Bolt, and Facebook.

Proven ability to resolve complex issues, enhance workflows, and drive customer satisfaction.

Multilingual communicator fluent in Slovak, Czech, and English, with expertise in CRM systems, incident resolution, and digital marketing tools. Seeking opportunities in customer success management or operational roles within innovative industries.

During transitions between roles, I pursued personal growth through extensive travel, enhancing my adaptability, cultural awareness, and problem-solving skills."

## Employment

**Cleaning and Maintenance Technician (Under Adecco Sweden, temporary contract)**

Jun 2024 - Nov 2024

Northvolt, Skelleftea

- Maintained clean production environments by managing dust collection and waste removal, ensuring compliance with safety standards.
- Conducted regular unclogging of pipes and maintenance of dust collectors, reducing operational downtime by 15%.
- Inspected and repaired compression chambers and flapper valves, optimizing equipment performance and pressure control.
- Applied **5S methodology** to maintain organized and efficient workspaces, improving productivity.
- Completed **confined spaces training**, ensuring safe operations in restricted and hazardous environments.
- Implemented **LOTO (Lockout/Tagout)** procedures during maintenance tasks, safeguarding against equipment hazards.
- Role concluded due to company's financial restructuring, affecting consultant contracts.

**Trust and Safety Specialist & Technical Support Specialist (Google Play, Bolt, Facebook Projects)**

Mar 2022 - Apr 2024

Teleperformance, Athens

- Google Play Project:**
  - Resolved common user issues, including canceling subscriptions, processing refunds, and resetting apps, ensuring prompt and effective solutions.
  - Managed approximately 10 user interactions daily through Zendesk, adhering to Google Play's policies and maintaining accurate ticket documentation.
- Bolt Trust and Safety Project:**
  - Investigated an average of 30 critical safety incidents weekly, enhancing rider-driver trust and improving platform reliability.
  - Utilized analytical tools and reporting workflows to address escalated incidents, reducing response time and ensuring adherence to safety standards.
  - Refined internal processes in collaboration with stakeholders, contributing to a more efficient incident resolution workflow.
- Facebook Political Account Verification:**
  - Verified political and advocacy accounts to ensure authenticity during Slovak elections, maintaining 100% compliance with Facebook's security standards.

- Overcame challenges in gathering necessary documentation to differentiate real accounts from imposters, ensuring platform integrity.
- Streamlined account authentication processes using Facebook's verification tools, preventing misuse of political content during sensitive periods.

**Partner Customer Support Specialist  
(Booking.com)**

**Nov 2021 - Feb 2022**

Ttec, Athens

- Helped partners set up and optimize their Booking.com accounts to achieve desired results and improve bookings.
- Guided partners through account creation and troubleshooting processes, resolving technical issues effectively.
- Supported the resolution of inquiries related to partner accounts, ensuring a smooth onboarding experience.
- **Role was project-based, concluded upon successful completion of Booking.com's seasonal support needs.**

**Client Care Representative**

**Oct 2020 - Oct 2021**

SumUp, Berlin

- Assisted 200+ merchants in setting up payment gateways, troubleshooting issues with **bloc and card readers**, and arranging device replacements.
- Cooperated closely with the Onboarding Department, calling merchants to request and verify necessary documentation such as proof of residence and IDs.
- Provided multilingual support in Slovak, Czech, and English via email, chat, and phone.
- Upsold and cross-sold additional services, improving client retention by 15%.

**Logistics & Maintenance Roles**

**Jan 2020 - Sep 2020**

Adecco,Pmp Recruitment, London

- Operated forklifts and managed inventory, achieving 95% order accuracy.
- Conducted stock counts and ensured efficient warehouse operations.

## Education

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**High School**

Elba, Presov

Printing Technology and Graphic Communications

## Certificates

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**Google Digital Garage: The Fundamentals of  
Digital Marketing**

**Dec 2021**

Trained in SEO, PPC, and content marketing and strategies.

**Trailhead by Salesforce (2020): Customer  
Relationship Management**

**Apr 2020**

Learned the dynamics of managing customer relationships effectively and how to leverage Salesforce's tools to drive business growth

## Key Achievements

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- Reduced resolution time by 20% at Teleperformance, improving customer satisfaction scores by 15%.
- Verified 50+ high-profile political accounts during Slovak elections with 100% compliance.
- Streamlined onboarding processes at SumUp, achieving a 30% increase in success rates.
- Ensured workplace safety and operational efficiency through advanced maintenance techniques at Northvolt.
- Delivered 90% first-call resolution for Phillip Morris support.
- Streamlined onboarding processes at SumUp by improving merchant communication, achieving faster compliance with ID and documentation requirements."
- Optimized account setup for Booking.com partners, reducing onboarding time by 15%.