



About me:

I am looking for a new career opportunity where I can apply my skills and a vast experience. I can describe myself as an ambitious and multiskilled person, sociability and stress resistance are my strengths. Thanks to my dedication and responsible approach to work, I am able to learn quickly and successfully apply the acquired knowledge.

Telephone: [REDACTED]

E-mail: [REDACTED]

City: Warsaw

Data of birth: [REDACTED]

Professional skills:

Soft:

- Communication
- Responsibility
- Reliability
- Critical thinking
- High organization of work
- Team work
- Client work
- Empathy
- Customer service

Hard:

- Microsoft Office Suite (Word, Excel, Power Point)

Language:

Polish: **B2**
English: **A2**
Russian: **Native**
Ukrainian: **Native**

PROFESSIONAL EXPERIENCE

03.2019 – 11.2021 (2.8 year)

Salesman / Restaurant „OLIMP” KAMA S.C., Kamila Stempińska, Michał Stempiński, Małgorzata Pietruczuk/ Warsaw

Main responsibilities:

- Direct service and consulting of individual and non-individual clients;
- Active customer service in accordance with the company's standards;
- Documentation management at the workplace;
- Maintenance of the cash register, terminal and daily control of the cash register;
- Being responsible for processing cash and card payments by using cash-register;
- Work with the sales computer program;
- Recruiting: search for new employees for the company, training of new employees and development of their skills;
- Making orders for the necessary products for the establishment;

09.2018 – 03.2019 (8 month)

Quality control instructor / PIEROGOWE BAJE PIEROGARNIE SP. Z O. O. / Warsaw

Main responsibilities:

- Daily quality control of the dish, compliance with the required proportions and quantities according;
- Control and verification of dates and expiration dates of products.

03.2017-06.2018 (1.3 year)

Mobile Operator-trainer call-center/ Euroasia Telecommunications Holdings B.V. “Lifecell”/ Ukraine

Main responsibilities:

- Telephone service for individual and corporate mobile subscribers according to the rules and templates of Lifecell incoming and outgoing lines;
- Providing information about services and tariff plans related to mobile communications of this company;
- Solving daily and cursory tasks, as well as eliminating technical problems related to the mobile network, SIM cards and cash deposits.
- Implementation of the monthly sales plan and the set goals of the team.
- Full access, statistics and control of payments and costs of subscribers;
- Assistance and optimization of monthly expenses of subscribers for mobile communication;
- Conducting training for new groups of employees;
- Conducting daily reporting on the progress of trainees, as well as feedback and work on mistakes of new employees.

Interests:

I paint pictures and portraits.

I am also fond of psychology; I like to read sci-fi books and watch movies. A lover of outdoor activities and entertainment.

I agree to the processing of personal data provided in this document for realising the recruitment process pursuant to the Personal Data Protection Act of 10 May 2018 (Journal of Laws 2018, item 1000) and in agreement with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).