



CONTACT

MARTA SIWINSKA

+ 358 46 88 72 191

mar.siwinska@gmail.com

Kynnystie 1E21, 40640 Jyväskylä
Finland

[linkedin.com/in/marta-siwinska](https://www.linkedin.com/in/marta-siwinska)

HIGHLIGHTS

- *Effective work in international, English-speaking environment*
- *Successful transferring management skills from Culture to IT field*
- *7 years of experience in Services Management*
- *Fast learner with analytical and technical skills, and UX interests.*

KEY COMPETENCES

- People-driven management
- Problem Solving
- Analytical Skills
- Planning and organizing
- Excellent interpersonal skills

MARTA SIWIŃSKA

Managed Services Team Leader

Self-Motivated and enthusiastic woman. Seven years experience managing teams across different sectors: SaaS and Culture.

*Specializing in people-driven management, running several projects simultaneously and problem-solving. Always ready for new challenges and learning new skills. **Born to cooperate.***

EXPERIENCE

MANAGED SERVICES TEAM LEADER - SPLIO

from 11/2020

Splio is a SaaS company and provides New Loyalty Marketing platform which helps marketers engage and retain their prospects and customers on all channels. My Team is responsible for creating HTML (emails / landing pages), forms, and campaign management, including segmentation.

- Entry point for external and internal customers who need estimation and quotation of their request
- Manage occupancy and efficiency, and adjusts processes to the team's needs and goals
- Set up processes for new services and cooperation with Crucial customers
- Take care of OKR/KPI and reporting
- Operational in terms of the skills needed to handle all provided services and support the team

CAMPAIGN EXECUTIVE AND DELIVERY

COORDINATOR - SPLIO

03/2019 - 11/2020

Before I become a Team Leader I was a Campaign Executive (from 3/2019), and then Delivery Coordinator (from 9/2019). I was fully operational team member and coordinating the workflow, assigning tickets and reporting. My responsibilities included:

- Delegate work and supervise progress
- Help with transferring know-how all around the team
- Create HTML/CSS code based on graphic materials and forms with JS scripts
- Email/SMS campaign management including segmentation and reports
- Contact with the customers

Job change: Need of further development and challenges.

PERSONAL PROFILE

- *I am self-motivated and enthusiastic*
- *I'm especially proud of successfully change of the work filed and becoming a Leader in short period of time*
- *I was born in 1985*
- *I am passionate about Finnish culture and language*

HOW I ENJOY MY SPARE TIME

- Reading/listening books beginning with George R.R. Martin, ending with Yuval Noah Harari
- Hiking/Biking/Jogging/Sauna
- Travelling to National Parks and abroad (self-organized)
- Enjoying time with family and friends
- Taking care of my cats

LANGUAGES

- Polish (Mother tongue)
- English (good oral & written)
- Finnish (begginer)

HEAD OF THE CUSTOMER OFFICE - THE DRAMATIC THEATRE OF THE CAPITAL CITY OF WARSAW

2014-09 - 2018-12

Biggest Dramatic Theater in Warsaw. Host of the annual Warsaw Theater Meetings and International Mime Festival.

- Customer Experience
- Sales activities coordination and development
- Manage Customer Service, Cash Desk, and Ushers Teams
- Create web graphics and conceptual work of prints
- Plane, create, and execute email campaigns
- Coordinate Special Events

My previous work experience was as well connected with Warsaw Theaters. Starting at 7/2009 I went thru a fascinating theater adventure as stage manager, head of the ushers, coordinator of the artistic work, customer service specialist to finally gather all those experiences and became a head of the customer office.

IT SKILLS

- Jira/Zendesk/Hubspot/Notion
- HTML/CSS/JS/GIT/VSC
- Jotform/Integromat/Postman
- Photoshop/Canva

EDUCATION

POLISH FILOLOGY - NICOLAUS COPERNICUS UNIVERSITY

2004/10 - 2010/11

MASTER IN THE SPECIALIZATION OF THEXOLOGICAL EDITING AND FILM STUDY

COURSES & CERTIFICATES

2019/01 - 2019/03 INTRODUCTION TO HUMAN-CENTERED DESIGN

+ACUMEN/IDEO.ORG

12/2018 CREATIVE SKILLS FOR INNOVATION

POLISH DEVELOPMENT FUND S.A. AND GOOGLE

12/2018 UX STARTER

11/2018 JAVASCRIPT APPS STARTER

03/2018 FRONT-END STARTER KIT LEVEL 2

GIRL CODE FUN FOUNDATION

2017/12-2018/03 FRONT-END DEVELOPER

ACADEMY 108