



# Kacper D. Lenski

## About Me

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I am dedicated and results-driven professional known for reliability, adaptability, and thriving under pressure. Excels in collaborative team environments, taking proactive initiatives to ensure exceptional service and meet deadlines. Self-taught in software development, currently mastering the MERN stack with main focus on NextJS. Passionate about cryptocurrency, I developed a Solana blockchain token, demonstrating proficiency in this dynamic field. Adept at navigating developer environments and committed to continuous improvement. Bringing a customer-centric approach and a flair for cutting-edge technologies to dynamic work environments.

## Work Experience

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**Co-founder at:**

**August 2023 - November 2023**

### **CodeTavern.io , Worldwide - Remote**

I started as a co-founder of an educational hub, overseeing funds, writer recruitment, and ensuring content quality for Aleph Zero. My main focus was meticulously preparing the INK! programming language documentation by Parity Technology, ensuring it was ready for the official launch of CodeTavern (formerly CodeTavern.co.uk).

In an advisory role, I co-organised fund allocation, supervised writer hiring, and ensured content met Aleph Zero's standards in collaboration with the other two founders. This included consulting on writer compensation and setting weekly article release goals. I bring a hands-on, collaborative approach to any team or project.

**Duty Manager at:**

**April 2023 - August 2023**

### **The Bristol Wing , Bristol, United Kingdom - On-site**

Managed a dynamic 5-person cleaning crew, ensuring the efficient turnover of accommodations. Leveraged CounterApp, our chosen property management software, to streamline operations and enhance productivity.

Facilitated the seamless coordination and finalization of 12 room reservations by phone during my shifts, contributing to improved guest experiences and maximizing hostel capacity utilization.

Collaborated with the district overseer to revamp our customer interaction framework, resulting in a noteworthy 12% increase in our Hostelworld.com rating within the first month.

## Contacts

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## My Expertise

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- Strong multitasking and prioritization abilities
- Ability to perform under pressure with attention to detail
- Dependable and adaptable team player
- Effective problem-solving skills
- Computer Skills: MacOS and Windows and all required components
- CRM & PMS Knowledge
- Other languages: Polish -Native, Russian - Conversational

## Interests

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- Finance
- Philosophy & Psychology
- Cybersecurity
- Software development
- Creative Writing
- Community Engagement

**Night Manager:** April 2023 - August 2023

**Astor Museum Hostel , London, United Kingdom - On-site**

Oversaw the day-to-day operations of a versatile 3-person cleaning team, utilizing Cloudbeds as our preferred property management system to optimize the turnover of accommodations.

Independently processed over 35 customer calls each week, simplifying their experience and consistently surpassing the company's average Customer Effort Score (CES) by 12%.

**Community Manager at:** December 2021 - January 2023

**THE MEME STUDIO, London, United Kingdom - Remote**

Building and maintaining a strong sense of community, fostering engagement, and driving user adoption.

Monitor and analyze community metrics and feedback to identify trends, address pain points, and optimize community experiences.

**Night Manager at:** October 2019 -January 2023

**Smart Hostels , London, United Kingdom - On-site**

Oversaw the day-to-day operations of a versatile 3-person cleaning team, utilizing MEWS as our preferred property management system to optimize the turnover of accommodations.

Efficiently managed and confirmed approximately 12 room - 36 beds reservations over the phone during my shifts, actively contributing to heightened guest satisfaction and improved hostel capacity utilization.

Teamed up with the district overseer to restructure our customer interaction framework, playing a pivotal role in achieving a commendable 10% increase in our Booking.com rating within the initial month.

**Bar & Restaurant Manager at:** September 2018 - September 2019

**Parowar, Olsztyn, Poland - Hybrid**

Led a team, addressing operational needs and resolving client concerns

Maintained food quality and ensured the establishment's technical condition

Oversaw financial matters, including daily cash reports and supply management

**Junior Marketing & Advertising** June 2011 - September 2012

**Dom Polski - J. Zorena, Olsztyn, Poland - Hybrid**

Spearheaded advertising efforts in a real estate agency, including the preparation and distribution of promotional offers and the management of sales leads input into the system.

**Education**

- **PRIVATE HIGH SCHOOL FOR ADULTS K.L.J MOCARSCY-JAROMIR MOCARSKI**

September 2010 - June 2013

- **ARMY PREPARATORY SERVICE, POLAND**

January 2016 - December 2016