

Education

Master In Creative Technologies: Digital Communications And Media
SWPS University Of Social Sciences And Humanities - Wroclaw, Expected in 06/2023

Bachelor Of Business: Business Management
University Of Economics And Business - Wroclaw, 06/2020

Member of Klub Podróżników BIT

- Main accomplishment: Took over the position of the Coordinator of the Traveler's Days 2020. That is an Annual Travel Festival, which takes place in Wroclaw and attracts around 5,000 participants each year.
- General duties: External Contacts Department - Sales (establishing cooperation and taking care of the constant communication with sponsors, creating summaries for partners, fulfillment of promised benefits)

Professional Summary

Focused customer relations professional skilled in lead generation, customer relationship development and resolving support calls involving known issues or procedures described in published documentation with emphasis on first contact resolution. Accomplished in providing unsurpassed support to demanding customers on a daily basis. Service-focused customer assistant bringing unparalleled skills in customer relations, task prioritization and time management. Proficient in offering frontline technical support and gathering necessary technical data to begin support, including detailed problem descriptions and customer network details.

Work History

CUSTOMER SERVICE AGENT, 08/2021 - Current
OpsTalent, Wroclaw, Poland

Working on the Lasership project - it is entirely carried out in English in cooperation with American client. The project deals with delivery of parcels throughout the Eastern Coast of the USA.

- Advanced and smooth communication with the customer via AWS and Salesforce platforms.
- Managed over 50 customer calls per day.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.

Working on the Watchguard project - it is entirely carried out in English in cooperation with clients from all around the world and different time zones. The project deals with providing high-end net security solutions across the network, the Cloud, and wireless environments.

- Position of Technical Support Representative.
- Constant, live communication with the customer via Vonage platform.

- Analyzing, evaluating and establishing urgency of all customer incidents.
- Gathering necessary technical data to begin support, including detailed problem descriptions, customer network details and WatchGuard configuration. Creating a ticket for each case.
- Translating and routing customer support requests into appropriate incident format and queue to the prescribed technical support team.
- Assessing customer's Support Contract status to determine support eligibility for hardware and configuration issues.
- Using systems and platforms such as Vonage, Salesforce, Confluence.

TRAVEL DESIGNER, 07/2020 - 06/2021
DreamGo ExclusiveTravel, Wroclaw, Poland

- Organized luxury vacations to exotic destinations such as Dominican Republic, Seychelles, Aruba
- Took care of incessant relations with hotels and contractors from all over the world, everyday work and communication were performed in English
- Created SEO compliant articles and content - SEO Surfer Support
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Prepared variety of different written communications, reports and documents to ensure smooth operations.
- Saved 1000\$ by implementing cost-saving initiatives that addressed long-standing problems

Certifications

- Neuromarketing Training - Learned to design marketing activities based on the processing of sensory information gathered by the human brain. Understood practical application of neuroscience while constructing complex trade narratives and influencing customers' purchasing decisions.

Skills

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|-------------------------------------|---------------------------------------|----------------------------|
| • Customer Data Confidentiality | • Multitasking and Prioritization | • Vonage |
| • De-escalation Techniques | • Cultural Awareness and Sensitivity | • Confluence |
| • Responding to Difficult Customers | • Building Customer Trust and Loyalty | • Multi-Line Phone Systems |
| • Call Volume and Quality Metrics | • Salesforce CRM | • Microsoft Office Suite |

Languages

Polish: Native language
English: C2
 Proficient