

Hubert Zawisza

PENSIONS ADMINISTRATOR

Details

Cracow 30-382

Poland

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hubert.zawisza90@gmail.com

Languages

English - C1

Russian - B1

Polish - Native

Software

MS Office (Excel, Outlook, Word, OneNote, Powerpoint)

Google Drive (Docs, Slides, Sheets)

Web Development (HTML, CSS, SQL)

Skills

Excellent attention to detail

Numeracy skills

Stress resistance and competence to work under time pressure

Complex problem solving

Ability to plan and prioritise

Continous learning desire

Profile

Efficient and committed administrator with a strong organizational and prioritization abilities. Seeking to use proven qualities to provide the best possible service in a new challenging environment.

Employment History

Pensions Administrator, Capita

OCTOBER 2022 – PRESENT

- Operating within set Key Performance Indicators and completing all given tasks using current work procedures and quality standards
- Creating, authorizing and maintaining consistent and accurate scheme records, events
- Answering member queries within the agreed SLA targets across multiple communication channels
- Providing ideas and suggestions for improving working methods by taking into account client and member experience

Lead Specialist - Recruitment Administration, AMS

APRIL 2022 – SEPTEMBER 2022

- Administered on-boarding process and produce internal candidate reports
- Worked towards service levels agreements (SLA) and compliance standards
- Conducted process reviews and made suggestions for improvements
- Took part in creating/updating Operation Manuals and other crucial process documentation
- Carried out workload distribution and supported team members with prioritization where required i.e. training new Team Members, escalations
- Built and maintained strong relationships with internal and external Stakeholders

Pensions Administrator Core, Aon

NOVEMBER 2019 – MARCH 2022

- Organized and managed own and team's daily workload, simultaneously ensuring completion within quality standards and agreed service levels
- Carried out expert role by implementing process improvements based on a daily experience and updates
- Constantly provided accurate and helpful feedback to other colleagues in order to increase the service delivery level
- Efficiently cooperated with the teams located in the UK to exchange ideas and share feedback towards achieving mutual goal

Education

C1 English Course, Professional English School, Rzeszow

MAY 2018

Back End Development, Programming course - MegaK

SEPTEMBER 2022 – PRESENT

1st General Secondary School, Rzeszow

SEPTEMBER 2015 – MAY 2018