



PERSONAL STATEMENT

Result-oriented professional with a proven track record in implementing and optimizing operational solutions, including spearheading the ground-up implementation of MarketMan for tracking of KPIs. From climbing the ranks to General Manager, I possess hands-on leadership experience in talent acquisition, team motivation, and strategic planning. Adept at data analysis, I developed and executed a systematic weekly reporting system, enabling informed decision-making for ongoing operational improvement. Additionally, I have extensive experience working in sales in Poland, both in face-to-face environments and in contact centers, where I honed my skills in customer engagement, relationship management, and achieving sales targets.

WORK HISTORY

Business Development Representative

June 2024 - current | TTEC (Google Vendor), Sandyford, Dublin

- Selling numerous of Google Cloud Products
- Working as vendor for Google closely with Field Sales Representatives
- Developed targeted campaigns to drive customer engagement and create sales opportunities.
- Established strong relationships with key sales representatives to identify and pursue new business opportunities.
- Created and managed extensive sales pipelines for multiple business development initiatives.
- Utilized CRM software to create opportunities and leads and input data.
- Cold called potential customers to generate leads.
- Utilizing programs/software: SalesNavigator, Salesforce (previously Vector), Salesloft, ZoomInfo, Apollo, Surf.
- Updated and expanded client databases within assigned territory (EMENA).

Manager

February 2024 - June 2024 | Seven Wonders, IFSC, Dublin

- Implemented sales strategies to promote high-margin items and seasonal specials, contributing to an increase in overall revenue and

CONTACT DETAILS

[Redacted]
[Redacted]
[Redacted] (Moving to Madrid) [Redacted]
[Redacted]

SKILLS

- B2B Experience
- B2C Experience
- Salesforce Proficiency
- Cloud Products Knowledge
- Sales strategy
- Lead Generation
- Lead Prospecting
- Cold-calling
- Customer Service Excellence
- Leadership and Team Management

LANGUAGES

- **Polish**
Native
- **English**
Proficient (C2)
- **Spanish**
Beginner (A1)
Self Learning

profitability.

- Offered constructive feedback to team members, focusing on sales techniques and customer interaction skills, which boosted overall job performance and increased average transaction value (ATV)
- Monitored team productivity and performance, providing support and guidance to ensure alignment with sales goals and customer service standards.
- Improved customer service to make dining more enjoyable, encourage customers to come back, and boost sales, leading to long-lasting customer relationships.

General Manager

June 2022 - February 2024 | Nomo Ramen, Saint Kevin's, Dublin

- Upselling Techniques: Trained team members on effective upselling techniques, resulting in a significant increase in add-on sales and overall revenue.
- Sales Strategy Implementation: Developed and implemented sales strategies to boost revenue, such as promoting high-margin menu items and seasonal specials.
- Conducted market research to analyze trends and competitors, utilizing insights to develop strategies that enhanced menu offerings and promotional activities.
- Implementing MarketMan programme for stock control. Negotiating pricing for implementation
- Program to track mandatory the KPIs: COGS, waste %, profitability, stock management, tracking invoices cost.
- Developing and implementing a systematic weekly reporting system, including key financial metrics, including labor cost, sales figure and operational expenditures into a single, comprehensive document.
- Used data analysis skills to understand trends, helping in making informed decisions and planning strategies for improving the operations.
- Monitored and evaluated teams, identifying and targeting opportunities for improvement.
- Implemented effective customer service procedures to encourage positive feedback.

General Manager

April 2019 - June 2022 | Leon Ireland, Temple Bar, Dublin

- Enhanced customer relationships and satisfaction by delivering top-quality service and utilizing upselling techniques to increase sales.
- Guided and coached staff to achieve individual growth and sales production targets.
- Climbed the ranks from a supervisor role, progressing to Manager and ultimately achieving the position of General Manager.
- Led by example to maintain team motivation, ensuring daily tasks were performed accurately and efficiently.
- Managed staff roster, planning workloads effectively and strategically.

- Managed store opening and closing, taking key holder responsibilities seriously to uphold robust security.
- Performed thorough quality and safety checks, ensuring all specifications were strictly adhered to.
- Dealt with customer complaints and rectified product and service issues.
- Interviewed, hired and trained employees on procedures and requirements, maintaining competent, high-performing teams.

Telesales Representative

September 2009 - September 2012 | ICC Contact Center, Katowice, Silesia

- Conducted outbound calls to potential customers to promote and sell products/services, consistently meeting or exceeding sales targets.
 - Developed strong product knowledge and stayed updated on industry trends to effectively address customer inquiries and objections.
 - Utilized a CRM system to manage and track customer interactions, sales, and follow-up activities, ensuring accurate record-keeping and timely communication.
 - Demonstrated exceptional adaptability and performance across diverse assignments, excelling in both direct sales through phone calls and setting up high-quality business appointments for sales representatives to meet with potential clients, thereby contributing to the overall sales pipeline and business growth.
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