




# Dawid Szymanski

 1997-03-18

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## Work History

2022-06 - present

### Complaint Intake Specialist

*Zimmer Biomet Polska Sp. z o.o., Warsaw, Poland*

- Processing received complaints using ETQ system and according to established procedures
- Mail communication with reporting people in order to receive missing information regarding the events and product returns
- Working together with other departments in order to solve various problems regarding complaints
- Studying instruments and implants to have better understanding of the complaints
- Using databases such as SAP and Windchill to find more information regarding products

2021-05 - 2022-05

### Export and Sales Specialist / Master Planner

*Classic Sofa Sp. z o.o., Lidzbark, Poland*

- Daily work in the Saturn Golden Gate system
- Customer service in english and polish
- Production planning for individual production departments
- Close cooperation with the supply and production departments in order to accurately plan production and the dates of loading for finished products
- Preparation of shipment documents and control of loading process
- Creating numerous financial and production statements in the form of Excel tables

2020-05 - 2021-07

### Export Specialist

*SE-DA Sp. z o.o., Lidzbark, Poland*

- Mail and telephone contact with international clients
- Regular cooperation with the production department to clarify problems related to orders
- Using MS Excel to enter received orders into tables used in the company and creating new tables for the development of the company

2018-10 - 2019-11

### Customer Service Manager

*Ladbrokes, Slough, United Kingdom*

- Regular contact with customers in English and offering help related to responsible gambling
- Taking care of the store in terms of presentation and marketing
- Correct handling of cash according to established rules by the company
- Make sure that minors are not allowed to gamble using Think 21 policy
- Computer knowledge to operate the system

## Education

2015-10 - 2017-07

### Computing and Systems Development, BTEC Level 5 HnD

*Uxbridge College, Uxbridge, United Kingdom*

Grade: Distinction

- Project management to create a demo version of the game using Agile methodology and Unreal Engine
- Creating models and 3D animations, including texturing
- C++ programming to create simple games and programs
- Ability to use GitHub in individual and group work
- Data structure and various algorithms for data storage
- Knowledge of Quality Management Systems in order to implement norms and standards

## Skills

- Good understanding of .NET Framework (C#, C++, Windows Forms)
- Good understanding of Web Development (HTML, CSS, JavaScript, JSON)
- Basic knowledge of jQuery and Bootstrap
- Effective verbal and written communication in Polish and English
- Great computer skills, mastered MS Office
- Good problem-solving skills
- Fast assimilation of new information
- Ability to work in a team
- Project management
- Ability to work under pressure
- Cat. B driving license

## Languages

English - Proficient

Polish - Proficient

## Hobbies and Interests

IT, sports, cars, playing the guitar