



# Dawid Szymanski

 1997-03-18

 Aluzyjna 13/27, 03-149 Warsaw

 [www.linkedin.com/in/dawid-szymański-15049a238](https://www.linkedin.com/in/dawid-szymański-15049a238)

 [www.dawidszymanski.dev](http://www.dawidszymanski.dev)

 507896408

 [szymanski.dawid@outlook.com](mailto:szymanski.dawid@outlook.com)

 [szymanskidawid](https://github.com/szymanskidawid)



## Work History

2022-06 - present

### Complaint Intake Specialist

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

- Processing of received complaints using ETQ system and according to established procedures.
- Mail communication with complaint reporters 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 details about products used in surgeries 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.
- Operation of the company's computer 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 structures 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