



# Zuzanna Grabowska

**Nationality:** Polish

**Phone:** (+48) 660003000

**Date of birth:** 12/10/1999

**Gender:** Female

**Email address:** [zuzka.gra@gmail.com](mailto:zuzka.gra@gmail.com)

**Address:** Bagienka 11D, 05-123 Chotomów (Poland)

## WORK EXPERIENCE

### Passenger Service Representative

**LS Airport Services S.A.** [ 06/2018 – 09/2018 ]

City: Warsaw

Country: Poland

To provide all necessary help and support to passengers as required by our customer airlines which may include check in, baggage processing, reservations and ticketing, boarding of flights, air-bridge operation, greeting arriving passengers, handling of VIPs, provide special passenger assistance, handle customer complaints and other duties as assigned.

### Passenger Service Representative

**LS Airport Services S.A.** [ 07/2019 – 10/2019 ]

City: Warsaw

Country: Poland

### Temporary staff at mass events

**M&T Group S.c.** [ 04/2019 – Current ]

City: Łódź

Country: Poland

## LANGUAGE SKILLS

Mother tongue(s):

**Polish**

Other language(s):

**English**

**LISTENING C1 READING C1 WRITING C1**

**SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1**

**Spanish**

**LISTENING A2 READING B1 WRITING B1**

**SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2**

## EDUCATION AND TRAINING

### International Semester with Erasmus

**Turku University of Applied Sciences** [ 04/01/2021 – 31/05/2021 ]

Address: ICT-City, Joukahaisenkatu 3, 20520 Turku (Finland)

<https://www.tuas.fi/en/>

## **Bachelor degree**

**Lodz University of Technology** [ 01/10/2018 – Current ]

Address: Stefana Żeromskiego 116, 90-924 Łódź (Poland)

<https://www.p.lodz.pl/en>

## **High school diploma**

**XXII High School for them. José Martí** [ 09/2015 – 06/2018 ]

Address: Leopolda Staffa 111, 01-884 Warsaw (Poland)

<https://josemarti.pl/WJMP/>

## **Training for members of the information service**

**M&T Group s.c**

## **DIGITAL SKILLS**

---

Microsoft Office / Outlook / Google Docs / Google Drive / Microsoft Teams / C++ / Java / Design your own website with a template / Wix / Pinterest / Responsibility / Unity 2D/3D / Blender 2.8 (eevee render)

### **Soft Skills**

Team-working skills / Creativity (problem-solving) / Organizational and planning skills / Good listener and communicator / Creativity / Flexibility / Detail-Oriented

## **DRIVING LICENCE**

---

**Driving Licence:** B