
EDUCATION

BA Degree

- University of Silesia, Katowice
- Russian Language in Commerce

LANGUAGES

- Polish: native
- English: fluent
- Spanish: advanced
- Russian: upper intermediate
- Portuguese: basic
- German: elementary

IT SKILLS

- Visualization Tools: Tableau, PowerBI
- MS Excel: Advanced, PowerQuery
- Alteryx: Basic
- Python: basic
- SQL: intermediate
- Google Apps Script: basic
- HTML: basic
- CSS: basic
- Networks: basic
- Linux: basic
- Cybersecurity: basic

SOFTWARE

- SAP, Oracle ERP
- Jira
- ServiceNow
- Salesforce, Service Cloud
- Microsoft Office
- Google Workspace
- Lucidcharts, Miro
- CyberSource
- Outlook, Thunderbird, Lotus IBM, Gmail

RECENT PROJECTS

- **Inventory Report for 3 regions:**
 - Tech used: Power Query, Google Sheets, Apps Script, Google Query
 - Three different views:
 - Summary for each region with charts and metrics
 - Items view for querying items and their status
 - Interactive Tracker with users' comments
- **Process migration to Service Cloud:**
 - all customer queries to be recorded and fulfilled via Service Cloud
 - process design and its implementation
 - preparing training for new users

CERTIFICATES

- SQL (Udemy and LinkedIn)
- Python (Udemy + Coursera)
- User Experience Foundations (Coursera)
- Six Sigma Yellow Belt (LinkedIn)
- Financial Analyst & Excel (Udemy)

ABOUT ME

I am a **skilled, customer-oriented** professional with over **ten years of experience** facing various customer and business-focused roles within Finance, Supply Chain and Business Analysis.

Participating in and **leading various transition processes** taught me how to deal with **complex, challenging projects** and close them successfully. I am well-versed in the significance of **clean data** and possess hands-on experience with **data visualization tools**.

Lifelong learning is one of my core values - I constantly broaden my knowledge by learning new skills such as **foreign languages** and technical skills like **Python, Excel, or SQL**.

I am open to new challenges where I can further develop my data skills and contribute my experience to a new environment.

WORK EXPERIENCE

Motorola Solutions

Senior Business Operations Analyst (EMEA)

2023 – present

- Business Intelligence reporting (Tableau) - business analysis for contracts and services, new requests and maintenance
- Tableau reports/dashboards creation and maintenance
- management and ownership of the contracts renewal tracker – daily and weekly analysis
- maintenance and updates, monthly summary for Service Leaders
- Install Base admin for systems and service contracts
- handover process key person - identifying the responsibility to resolve any remaining work, collection of all required information and documents, creation of the Site ID

SME, Senior Order Management Coordinator (Expansion Team and LACR)

2021 – 2023

- transitions completed:
 - OM Emergency Call Handling (newly acquired companies, including SaaS orders)
 - Mailbox migration into Salesforce Service Cloud (all LACR OM Teams)
 - OM Large Projects (process migration from Brazil)
 - OM Channel Business (process migration from Brazil)
 - OM Channel Business (process migration from Mexico)
- Continuous Improvement - tools created:
 - Inventory Backlog Dashboard with Tracker (for LACR, EMEA, APAC)
 - Items Validator
 - Product Translator
 - Order Trackers
 - Change Order Request Form - new process via Service Cloud
 - Tool for monitoring errors and tickets
- change management:
 - creating new OM/Supply Chain processes (active participation in a strictly confidential project)
 - being a key OM/Supply Chain person to establish new procedures
 - creating workflow maps and DTPs
- reporting:
 - Consolidated Inventory Report for 3 separated warehouses in Brazil and US
 - Orders Status Trackers
 - Team Metrics
- coordinating training plan for new joiners
- Teaming For Excellence - Improvement Project - first runner up

Senior Order Management Coordinator (LACR)

2019 – 2020

- OM process for Brazil & other LA countries
- leading Continuous Improvement projects (process automation, tools)
- being a Team Lead's backup
- active participation in Business Ops meetings
- reporting to management
- providing training for new joiners

Order Management Coordinator (LACR and NA)

2017 – 2019

- managing and prioritizing all orders for Latin America customers (internal, customer and big projects for governments)
- coordinating communication between departments to ensure timely shipments.
- participating in monthly close activities
- supporting EME region

TRAININGS

- Six Sigma
- Continuous Improvement
- Project Management
- Beyond Service Excellence
- Credit&Collections Academy
- Time Management
- Stress Management
- Emotional Intelligence

VOLUNTEERING

Kairos EME | Interpreter and translator
2011-2016

- simultaneous and written translations (sessions, discussions, workshops)

Global Voices по-русски | Translator
2013

- translating articles from English to Russian

Various organizations | Camp Tutor
2007-2016

- organizing and working at various youth camps for in Poland and Ireland

Swarovski

Credit Analyst

2017

- transition of all Credit Management processes from Swarovski International in Liechtenstein to Swarovski's HUB in Poland (incl. preparing Desktop Procedures, taking part in creating framework)
- credit analysis of new credit applications, recommending and approving credit limits and payment terms for existing/new customers, analyzing customer's risk profile and payment performance
- managing credit exposure and monitoring customers' payments by releasing/blocking new orders
- managing dunning procedure (leading monthly calls with accountants and Key Account Managers, making decision on sending dunning letters, blocking customers)
- performing collection activities for significantly overdue customers
- preparing and monitoring payment plans for overdue customers
- legal proceedings: initiating legal action, contacting and involving internal/external lawyers (being first point of contact with them), following up on ongoing cases
- preparing reports (bad debts, provisions, top overdue customers and other)

Motorola Solutions

AR Specialist (NA & LACR)

2015 - 2017

- performing collection process for North America and Latin America regions
- approving and releasing new orders
- managing projects for government customers (financial part)
- setting customers' credit lines, credit references
- cash allocation and accounts' reconciliation
- creating invoices, credit and debit memos
- preparing reports (monthly forecast, master files, orders on hold and other ad-hoc)
- providing training for new employees
- credit card payments processing

Electrolux Poland

AR Collections Specialist

Jun 2015 - Sep 2015

- performing collection process for the UK portfolio (100 customers)
- delivering high level of customer service and participating in resolution of unclear payments
- analyzing customer's accounts, following up on overdue accounts

Shell

HR Advisor

Jan 2015 - Apr 2015

- executing local HR processes (Hire to Retire) for Russia, Kazakhstan, Gabon, France, Nigeria
- being a focal point for Gabon
- following existing policies and procedures, assuring high quality data privacy
- preparing documents (e.g. Contracts, employment verification)
- coordinating an internal audit for daily Team's operations
- liaising with HR Business Partners, HR in the Country, and Line Managers
- languages: Russian and English

Capgemini Poland

Credit and Collections Analyst

2013-2014

- managing portfolio of assigned Customers (+2000) from Ireland and UK
- collecting payments from Clients and resolving queries (via phone and email)
- setting up credit lines and reinstating accounts
- taking credit card payments via phone
- conducting monthly internal audit for write-offs
- providing training for new joiners

Kairos EME

Conference Coordinator

2012 - 2013

- organizing transportation for international participants (contact with vendors, research) in line with the approved budget
- coordinating technical team
- being responsible for solving and managing technical issues in the venue
- contact with participants via e-mail/phone