

Główne umiejętności

Project Planning

Communication

Stakeholder Relations

Languages

Polish (Native or Bilingual) English
(Professional Working) German
(Elementary)

Certifications

EFSET EXPRESS High Proficiency
(CEFR C1/C2)

IT Business Consultant & Trainer in automotive industry
Wrocław, Woj. Dolnośląskie, Polska

Podsumowanie

I have experience as an IT business consultant and trainer in the automotive industry. For 6 years I was responsible for the implementation of IT solutions in body and paint services, mainly in sophisticated dealerships. I made informed decisions based on the analysis of facts and data. My scope of responsibilities included i.e. identification of needs, finding a suitable solution and implementing it at the customer (both on the technical and organisational side). Inseparable from the implementation was the organisation and delivery of training ranging from the production team to the executive level, as well as the redesign of existing or the creation of new business processes, allowing users to understand and effectively use the software system. The software tests I carried out allowed bugs to be identified and fixes to be implemented by the development and support team. Business consultations and problem solving allowed the potential of the organisation to be utilised and the interests of the client to be read. With eight years of experience in the field of claims handling, I have been able to leverage my knowledge of the processes within area of automotive and of insurances.

I am a highly communicative, organised and meticulous professional who learns quickly.

Doświadczenie

AutoFlow Polska (AutoFlow Ltd/Vizion Network)
Senior Business Consultant
kwiecień 2020 - luty 2024 (3 lata 11 mies.)
Poland, Baltic Countries, Hungary

- Establishing and maintaining relationships with stakeholders,
- Conducting pre- and post-implementation analyses and system demonstrations,
- Implementing and conducting software testing,

- Collaborating with the development and helpdesk teams,
- Providing helpdesk support in solution discovery,
- Creating software instructions and developing a knowledge base,
- Identification and implementation of modifications to current reports, as well as theco-designing of new reports,
- Designing and revising business processes, including end-to-end mapping, BPMN,
- Practice of agile methodologies (e.g. JIRA, HubSpot),
- Customer system analysis, problem solving, solution conception and implementation,
- Business consultation, organisation and delivery of tailored training sessions,
- Training and support of the implementation team in Hungary.

Wings Systems Sp. z o.o.

Business Consultant

luty 2018 - marzec 2020 (2 lata 2 mies.)

Poland, Latvia

- Establishing and maintaining relationships with stakeholders.
- Assisting in pre- and post- implementation analyses and system demonstrations,
- Implementing and conducting software testing,
- Collaborating with the development and helpdesk teams,
- Creating software instructions,
- Providing helpdesk support in solution discovery.
- Leading implementation training sessions,
- Designing and revising business processes,
- Evaluating client system data and suggesting solutions,
- Delivering multi-day training workshops and examining/certifying employees of a global car manufacturer,
- Identification and implementation of modifications to current reports.

Toyota Dobrygowski Lubin - Wrocław

Body & Paint Service Advisor

luty 2016 - styczeń 2018 (2 lata)

Wrocław, woj. dolnośląskie, Polska

- Cultivated and sustained customer relationships,
- Conducted vehicle inspections and estimated repair costs (Audatex, DAT),
- Managed customer service and repair coordination,
- Administrated the schedule for replacement/courtesy cars,
- Collaborated with stakeholders to meet company objectives,

- Implemented cross-selling and up-selling strategies,
- Handled parts ordering, billing, and invoicing processes.

UNIQA

Claims Specialist

czerwiec 2010 - styczeń 2016 (5 lat 8 mies.)

- Performing comprehensive inspections of vehicles,
- Determining vehicle market values for appraisal objectives (Eurotax, Info-Expert),
- Compiling detailed cost estimates for vehicle repairs (Eurotax, Audatex),
- Evaluating documentation related to vehicular damages,
- Validation of repair costs,
- Partnering with auto repair facilities to coordinate maintenance services.

Progressed through a career trajectory beginning as a Claims Referent, advancing to a Senior role, and culminating in a Claims Specialist position.

Wykształcenie

Uniwersytet Ekonomiczny we Wrocławiu (daw. Akademia Ekonomiczna im. Oskara Langego we Wrocławiu)

Master's degree, Finance and banking · (2005 - 2010)