

Top Skills

Relationship Development
Incident Management
Business Relationship Management

Certifications

Strategic Thinking
From Excel to SQL
Working with High-Conflict People as a Manager
Project Management Reinvented for Non-Project Managers
Delegating Tasks

Customer Success Manager

Experience

Shell

6 years 1 month

Customer Success Manager – Deal Management

June 2022 - Present (2 years 3 months)

Cracow, Małopolskie, Poland

- Work with Account manager to provide pre-offer, offer and contract management support for standard and non-standard contract set-up and maintenance, in compliance with the Play-Book
- Set up and maintain end to end pricing data, including confirming pricing, managing price increases and changes, implementing rebates and charge backs, investment deals, invoice accuracy, and resolving pricing related errors and disputes.
- Provide “One Team” support for Customer and Sales in owning and resolving all Deal Making issue resolution.

Act as a resolution owner of Customer complaints. Feedback outcomes to COS Order to cash colleagues who will communicate with customers.

- Set up and amend Customer Master Data Maintain inclusions, exclusions and listings of products in support of Product Lifecycle Data Management and Customer specific requirements.

Additional responsibilities:

- Act as Focal Point for sales contract management, customer escalations, logistics issues
- Act as Focal Point for the Aviation Lubricants team
- Mentor and coach for junior Deal management specialists
- Helps with organizing customer conferences and represents customer support in stakeholders team meetings
- Involve and lead various continuous improvement projects (scope migration coordination, implementation of new tools and processes)
- Act as a Super User Focal Point for reporting, testing and resolving technical issues (implementation of cross-county projects,

users system access, testing of new business approved tools/platforms)

Customer Success Specialist (Road Admin)

January 2021 - August 2023 (2 years 8 months)

Cracow, Małopolskie, Poland

- SERVICES ON THE ROADS SPECIALIST
- CHECKING AND IMPROVING EXISTING PROCESSES
- IMPLEMENTATION OF CROSS COUNTRIES PROJECTS WITHIN MARKET SUPPORTED
- PROCESSING ORDERS AND UPDATES FOR ROAD DEVICES WITHIN REQUIRED SLA
- CHECKING FOR LEGAL COMPLIANCE AND COMPLETENESS OF INCOMING DOCUMENTS
- CREATING CONTACT BETWEEN CUSTOMER AND 3RD PARTY ROAD SERVICES PROVIDERS IN EUROPE
- TEACHING AND COACHING NEW JOINERS CONCERNING ALL PROCESSES AND SUBJECTS

B2B Customer Success Specialist OtC (Key Accounts)

August 2018 - December 2020 (2 years 5 months)

Kraków Area, Poland

- RESOLVE CUSTOMER REQUESTS RECEIVED VIA ALL MEDIUMS ACCORDING TO AGREED SERVICES LEVELS AND STANDARDS
- PROVIDE ASSISTANCE TO CUSTOMERS IN SELF-SERVICE MEDIUMS
- SERVICING DOCUMENTS REQUEST
- LIAISING BETWEEN CUSTOMERS AND OTHER PARTIES OR STAKEHOLDERS
- HANDLES A RANGE OF FRONT LINE CUSTOMERS ENQUIRERS WITHIN THE AGREED PROCESSES AND WAYS OF WORKING
- COLLABORATING AND BUILDING PARTNERSHIPS WITH DIFFERENT DEPARTMENTS ACROSS THE ORGANIZATION OR 3RD PARTIES
- TAKING OWNERSHIP FOR THE RESOLUTION OF KEY CUSTOMERS COMPLAINS AND ENQUIRERS
- RESOLVE ALL ERRORS/DISPUTE PREVENTING THE PROCESSING
- PROCESS REBILL INVOICES FOR ACTIVITIES SUCH AS FREIGHT
- CALCULATE PRICING DATA FOR MONTH END ACTIVITY
- GENERATE KEY DATA REPORTS FOR INTERNAL CUSTOMERS

Regionalny Ośrodek Debaty Międzynarodowej w Lublinie

Internship Student

May 2018 - December 2018 (8 months)

Lublin, Lublin District, Poland

The author of Articles in newspaper

Fundacja Nowy Staw Lublin

Coordinator of Student Exchange program

May 2018 - July 2018 (3 months)

Lublin, Lublin District, Poland

Make the recruitment and assist process for participants, creating the plan of activity for participants, working in international groups, team work and motivation skills due to be currently responsible for group of 24 people in Polish-Lithuanian exchange fund

Hershey Entertainment & Resorts Company

Housekeeping

June 2016 - September 2016 (4 months)

Hershey, USA

Work&travel internship

Education

Uniwersytet Marii Curie-Skłodowskiej w Lublinie

Master's degree, International Relations, Place Branding · (2017 - 2022)

Katolicki Uniwersytet Lubelski Jana Pawła II

Bachelor's degree, Humanities/Humanistic Studies/Slavic

Filology · (2015 - 2018)

Uniwersytet Marii Curie-Skłodowskiej w Lublinie

Bachelor of Education - BEd, Stosunki Międzynarodowe, Integracja

Europejska · (2014 - 2017)

Ivano-Frankivsk National Technical University of Oil and Gas

Bachelor of Engineering - BE, servicing of automated equipment at power stations · (2010 - 2014)