

Competenze principali

Gestione account

Competenze analitiche

Lavoro di squadra

Certifications

HCCP

Google Sheets Excel advanced

FCA

MBA student

Riepilogo

MBA student at University of Economics Cracow

Esperienza

Amway Europe

1 anno 1 mese

Senior Customer Service Representative

marzo 2024 - Present (6 mesi)

Cracovia, Malopolskie, Polonia

Customer Service Representative

agosto 2023 - marzo 2024 (8 mesi)

Cracovia, Malopolskie, Polonia

- Managing customer interactions
- Providing support and issue resolution
- Responding to inquiries
- Handling complaints
- Ensuring customer satisfaction
- Collecting customer feedback
- Developing procedures to improve service
- Training staff for excellent customer service delivery.

Caffè Florian

Manager

gennaio 2019 - agosto 2023 (4 anni 8 mesi)

Torino, Piemonte, Italia

Experience as a family company:

- Marketing programs implementation
- Operations Management

EDUCATION AND TRAINING

WORK EXPERIENCE

- Recruitment Coordination
- HR, Labor, and H&S Coordination
- Financial Operations Management

Achievements:

- Delivered 35% annual shop revenue growth
- Executed initial-year business plan overhaul
- Conducted successful market research in challenging area

Studio Legale Rectius

Intern

marzo 2023 - giugno 2023 (4 mesi)

Torino, Piemonte, Italia

Curricular internship

Main focus activities:

Analysis of Labour Law / HR Issues

Support on corporate compliance activities (data protection/labour law)

Corporate meeting attendance - client relationships

Analysis of public tenders - Drafting of offers

Implementing MS Office skills

Banca d'Italia - Eurosystem

Stagista di progetto

gennaio 2020 - febbraio 2020 (2 mesi)

Torino, Piemonte, Italia

Formazione

Clark University

Master of Science - MS, MS in Communication and IT systems · (novembre 2023 - giugno 2025)

Krakowska Szkoła Biznesu UEK | Krakow School of Business KUE

Master of Business Administration - MBA, MBA in Communication
· (novembre 2023 - giugno 2025)

Università degli Studi di Torino

1° ciclo - Laurea L, Business Administration -Marketing · (settembre 2020 - giugno 2023)

Uniwersytet Ekonomiczny w Krakowie

Erasmus , Business Administration · (settembre 2022 - febbraio 2023)

Liceo Curie

