

Top Skills

Amadeus

Online booking tools

Technical Support

Languages

polski (Native or Bilingual) angielski
(Limited Working)

Online Solution Specialist

Warsaw, Mazowieckie, Poland

Experience

Weco-Travel

7 years 5 months

Online Solution Specialist

December 2018 - Present (5 years 9 months)

Warszawa i okolice

OBT/SBT implementation and post-implementation service (Cytric, Concur, Rydoo, Flightbox)

Developing and testing new features for self-developed SBT, reporting bugs via dedicated tools (Youtrack, Redmine)

Defining modifications to existing systems to meet internal and external user requirements

Administration of online tools used daily by consultants (SECO, TfDesktop, BeeOffice)

Managing the post-booking process platform to automate a recurring task

IT Specialist

April 2017 - December 2018 (1 year 9 months)

Technical support for internal users

OBT Implementation process support

Post-implementation support for OBT users

Sharepoint 2013 Administration (managing access rights, creating workflows)

Cooperation with service providers in the development of the provided tools

Talex S.A.

User Support Specialist

November 2016 - April 2017 (6 months)

Warszawa, woj. mazowieckie, Polska

Direct and remote support in solving everyday problems for Citibank users

Configuration and testing of computer hardware and IT infrastructure

Analyzing system problems and errors – providing information to the next line of support

Aviva

Sales Specialist

August 2012 - April 2015 (2 years 9 months)

Selling insurance products

Customizing existing insurance programs to suit individual client needs by analyzing specific requirements

Generating reports of sale, efficiency, and agent bonuses

DR.PC

Computer Service Technician

February 2009 - January 2012 (3 years)

System hardware and software assessing and suggest modifications to reduce lag time and improve

overall speed

Removing malware, ransomware and other threats from laptops and desktop systems

Troubleshooting hardware or software problems
