

Top Skills

Support Management

Technical Support

Customer Service Management

Customer Service Representative

Experience

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Customer Service Representative

July 2023 - Present (1 year 2 months)

Warsaw, Mazowieckie, Poland

- Draft customer newsletters with management to promote new products or policies.
- Report issues to management within 24 hours.
- Answer all incoming calls and handle caller's inquiries whenever possible.
- Responded to customer inquiries via email and chat, maintaining a positive tone and providing clear, helpful information.
- Taking orders or processing payments.
- Handling returns and exchanges.
- Keeping records of customer interactions.

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Assistant Manager

November 2022 - June 2023 (8 months)

Warsaw, Mazowieckie, Poland

- Creating procedures to learn about my team and increase productivity.
- Leading the team through examples of tasks and monitoring the tasks to ensure excellence.
- Listening to upper-level management and sharing important information with my team.
- Hiring, training and developing new employees.
- Maintaining an overall management style that follows company best practices.
- Prepare shift schedules .
- Process payroll for all staff.

BE MY GUEST Sp.Z.O.O

In-charge Customer Service

November 2019 - October 2022 (3 years)

Warsaw, Mazowieckie, Poland

- Helping to increase customer return rates by providing excellent customer service at all times.
- Exceptional customer service skills, consistently receiving positive feedback from customers.
- Skilled in problem solving and conflict resolution, while maintaining customer service standards.
- Experienced in creating and implementing training programs for new team members.
- Responsible for administration work - daily expenses & payments, daily sales, stock management.
- Managing and coached several office employees, and assigned and evaluated workloads to ensure productivity

VAN-MINH S.p.Z.O.O

Marketing Assistant

April 2017 - October 2019 (2 years 7 months)

Warsaw, Mazowieckie, Poland

- Initiated purchase order requests and lead staff performance to meet the needs of clients.
 - Managed telephone and email communication systems and maintained office supplies ordering office supplies with accuracy.
 - Maintained accurate client records and provided office employees with assistance.
 - Maintained stock of material in warehouse.
 - Reported daily with Inward and Outward inventories of material.
 - Co-ordinate between clients and logistics.
 - Create reports on marketing performance.
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