

Education

1994 – 2006 Primary and Secondary Music School in Bielsko-Biała, piano and flute
2008 to 2013 **Field of Studies: Philosophy** University of Silesia, Faculty of Social Sciences
2008 to 2013 **Field of Studies: Law** University of Silesia, Faculty of Social Sciences

Languages

Polish: Mother tongue
English: Fluent
Italian: Proficient

Qualifications

2006 to 2008 **English** University of Silesia
2008 to 2013 **Law and Administration** University of Silesia
2013 **Internal Auditor Integrated Management System**
ISO 9001 Course: TUV NORD
October 2014 **Quality System Management Specialist**
ISO 9001 Course: TUV NORD

Interests

Painting, drawing, opera, music, fashion and writing,
Antique furniture and antique English china

IT Experience

Opera PMS: Experience working a range of programs/apps **Rezlynx:** Experienced user **MS Office:** Experienced working this mobile/desktop applications **Word:** Experienced user of this mobile/desktop applications **PowerPoint presentation:** Experience of creation and presentation with PowerPoint **Excel & spread sheet programming:** Experienced working this mobile/desktop applications, **Sage accounting software:** Experienced working this and other accountancy management software **Adobe:** Experienced user **Photo & video editing:** Adobe Photoshop, Adobe Photoshop Elements, Excellent working knowledge **Web design:** Experience writing web pages **Windows & Apple Mac:** Worked extensively with both these main operating systems including Mac OS and Mac iOS.

EMPLOYMENT HISTORY

Sept 2020 to current day **Personal Assistant and Office Manager** at Gallery Yacou

Being first point of contact between customers, antique dealers, national and international Auction Houses including Sotheby's London, Sotheby's Paris, Christie's London, Christie's New York, Sworders London, managing and organizing diary and scheduling appointments, meetings and events such as Decorative Antiques Fair in Battersea four times a year, managing internal databases and filing system, overseeing, planning and delivering content of several websites including Bada, Lapada, Decorative Collective, WordPress, Persona, day-to-day handling of all social media channels such as LinkedIn, Facebook, Twitter, Instagram, adapting content to suit different channels, forming key relationships with influencers across the social media platforms, monitoring, tracking, analysing and reporting on performance on social media platforms using tools such as Google Analytics and Facebook insights, setting targets to increase brand awareness and increase customer engagement regularly, liaising with clients via telephone, email, conference calls or face-to-face

Nov 2019 to Sept 2020 **Guest Relations Agent** Stoke Park Country Club, Spa & Hotel, Slough

Responsible for the efficient operation of a luxury front of house reception in a luxury 5 star 5AA Hotel top 25 UK and No.1 Golf Resort in England, welcoming guests in a highly professional manner, responding to a wide range of enquiries, processing charges and payments, transferring telephone calls to different departments as required, taking comprehensive messages and wherever possible answering all queries in the absence of the management team, arranging and attending meetings and events, logging all reservations onto the in-house database, handling and resolving any complaints, answering a busy telephone switchboard, checking guests in and out of the hotel

Feb 2017 to Sept 2019 **Front of House Receptionist** Hilton, Cobham

Welcoming and checking in guests in a 5 star International Hotel, taking reservations for the in-house restaurant, enrolling new customers to Hilton Honours Membership Programme, answering a busy switchboard, logging guest details onto the in-house database, emailing and documenting booking confirmations, processing payments, reporting any faults to maintenance.

Jun 2011 to Jun 2017 **Personal Assistant to the CEO/ Country Quality Manager** Medical Company, Dräger, Poland

Coordination of projects related to the introduction, improvement and maintenance of the quality system; creating quality requirements for new processes and products in Polish and English; preparation of documents for the board, current monitoring of changes in legislation; preparation of internal audits, preparing presentations for the national and international meetings for the CEO, organizing national and international company meetings, organizing teleconferences, preparing letters, materials and information for the CEO, co-ordinating cooperation with individual departments and branch offices in Poland and the Lübeck headquarters.

Mar 2011 to Jun 2011 **Legal Office (Lawyer Jacek Węgrzynowski)**