

I graduated with a Bachelor of Management degree from the Jagiellonian University in Cracow in 2022, and I am currently a law student at the Jan Kochanowski University of Kielce. I have approximately three years of experience working in customer service and in office administration.



EXPERIENCE

Receptionist / Solid Security Sp. z o.o / Cracow

03.2021 – 10.2021 (8 months)

- managing the front desk at the Equal Business Park office building
- submitting timely reports, access control system support
- supervision of documents circulation, archiving documents
- informing business visitors, VIP guests and employees

Receptionist / SH&H Sp. z o.o. Sp. k. / Cracow

10.2019 – 10.2020 (1 year and 1 month)

- managing the front desk at the Hostel Premium and Hostel Freedom
- providing professional telephone and e-mail customer service
- issuing invoices and cooperating with the accounting department
- keeping statistics and creating sales reports
- selling organized tours in Cracow

Receptionist / Qubus Hotel / Kielce

04.2017 – 03.2018 (1 year)

- providing excellent customer service
- supervision of documents circulation, archiving documents
- managing the reservation system, supervision of hotel occupancy
- issuing invoices to business guests
- cooperating with the marketing and sales department

Volunteer / 51. Europeade / Kielce

07.2014 – 08.2014 (2 months)

- preparatory work before and after the Europeade Kielce 2014 Festival
- personal interpreter guide of a music group from Belgium

TRAINING

Data protection specialist

Think & Make Institute / Warsaw

5.12.2022 (4 hours of training)

CERTIFICATES

Goethe Zertifikat B1

Certified German language skills at the B1 level

07.2013

EDUCATION

Master of Law Jan Kochanowski University of Kielce Faculty of Law and Social Sciences 2022-2027

Bachelor of Management Jagiellonian University in Cracow Faculty of Management and Social Communication 2019-2022

SKILLS

- Excellent knowledge of MS Office and office management software
- Comarch ERP Optima
- Professional customer service
- Very good time management
- Fully goal-oriented
- Driving license cat. B

LANGUAGES

Polish - Native

English - C1

German - B1

