

For 18 years I have been working with the broadly understood **business** and I have 5 years of experience in **creating a team**.

I support my clients in improving their internal processes, in **improving** their qualifications, and in achieving business or private goals.

I have a Scrum Master and **Agile PM** certificate.

I care for positive and long-term relationships based on trust, empathy and work ethics.

I have strong **soft skills** (supporting people, influencing, negotiating, conflict management, empathy, awareness of different norms and expectations).

I would like to develop my experience and skills in the area of project management as a **Project Manager**.

## Key competences

Cooperation with business

- I can easily **identify the needs** of the environment and provide the necessary support.
- When **negotiating** the terms, I consider the other party's arguments and try to work out the best option for all.
- I have the ability to work under **time pressure**.

Communication

- I build good and long-term relationships at all levels of the organization with all stakeholders: management board, managers, colleagues, clients.
- I **care** about coherent and appropriate communication and building a culture of feedback
- I support the participants of the meeting by using the **facilitation** process.
- In everyday communication I use the Nonviolent Communication (**NVC**) approach
- I have experience working in an international environment.

Creating a team

- It is easy for me to give short, specific and understandable **feedback** to others.
- I have the ability to resolve conflicts.
- I **support** the team by constantly improving work, identifying waste, improving communication and supporting people in their roles.
- In my work, I **focus** on people and their interactions.

As Project Manager, I would like to act:

- Constantly improving design and communication processes in the team,
- Taking care of customer relations and the ability to cooperate with developers.
- By increasing the productivity of the project team, removing obstacles and dependencies of cooperation between teams.
- Using tools to monitor the implementation of projects.

## Work experience

**2017 - till now | ALTKOM AKADEMIA S.A.**

• SENIOR ACCOUNT MANAGER

I initiate and successfully **implement** training projects increasing the qualifications of my clients in key areas of a given organization. I ran a two-year training project on project management. Over 300 people took part in this project. I have worked closely with various customer departments including with the HR department and the product development department.

- I have over 100 clients in my service, including many international companies;
- I **create** training projects together with clients, including; planning, implementation and project control;
- I advise on the selection of training and development paths;
- I **cooperate** with internal departments in the company to create dedicated projects;
- I obtained over PLN 2 million in funding for training for my clients.

## 2006 - 2017 | UPS POLSKA

### • ACCOUNT EXECUTIVE

I was responsible for effective communication with the client by providing support in crisis situations. I have successfully led my clients through many significant **changes**.

I **improved** the process of obtaining information about the client's needs by creating a form.

Under the pressure of time, I was able to analytically assess the situation and successfully solve complex problems.

I worked with **international** teams.

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## 2003 - 2006 | DITEL S.A.

### • MANAGER OF THE CONSULTANTS GROUP

I recruited, **motivated**, engaged to work and assessed colleagues. I realized that a positive attitude to cooperation favors the achievement of results.

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## 2001 - 2003 | SPIDER SP. Z O.O.

### • BRANCH MANAGER

I took responsibility for the successive **improvement** of the branch's effectiveness. I identified and removed difficulties affecting the work of the office.

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## Courses, training, tools:

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- Scrum Master Certified - SMC® SCRUMStudy.
  - I completed a three-month workshop on the work of Scrum Master, conducted by Kopalnia Biznesu Sp. z o.o. (40 clock hours)
  - Management 3.0 - accredited training;
  - Agile PM Foundation - APMG accredited training;
  - Facilitation - completed training;
  - Knowledge of tools: Jira, Confluence, Miro, Slack., Kanban.
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## Knowledge of foreign languages

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English - C1

Italian - A2

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## Education

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1997 - 2002 | Uniwersytet Gdański, Wydział Ekonomiczny, Kierunek: Transport i Logistyka

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## Volunteering

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### 2022.03 - 2022.08 | Project Manager in the Project Help Ukraine

Creating a communication platform (ultimately a bot and a website) for refugees from Ukraine.

My duties:

- analysis of available sources of help;
  - identifying the needs of the target group;
  - determining the scope of support, possible risks.
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