



Katarzyna Pruszyńska

HR & CUSTOMER SERVICE REPRESENTATIVE, TRANSLATOR

I am an HR specialist & customer service representative & professional translator with years of experience in providing excellent customer support, creative problem solving and building customer relations on international accounts. I am seeking a challenging position where my skills, knowledge and proficiency are valued and can be utilized in the organisation.

Areas of Expertise

- customer support, resource management, HR and payroll experience gained in SSC
- strong and reliable time management, great organisation skills
- has been multilingual for 11 years, fluent knowledge of Dutch and English
- effective communication skills
- MS Office literacy / SAP / Workforce Logiq VMS / CRM
- professional translations

Personal details:

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Birth date: 18.09.1987 Warsaw, Poland

Education & Training

WSM UNIVERSITY

Management

October 2015 - present

CKU OSTRODA

High School

September 2003-June 2005

NT2 STATE EXAM

ROC Aventus

Dutch language course (C1)
graduated with certificate

June 2007 - March 2011

YOUR FELLOW

Leadership training

(competence and the role of the leader, interpersonal communication and methods of effective communication, motivation, coaching and feedback methods)

March 2014 - June 2014

I hereby agree that my personal data will be processed by your company in order to recruit for the position I am applying for.

Work Experience

TRANSLATOR

Szybkie Tłumaczenia PL, Warsaw, Poland
ITAMAR Group, Warsaw, Poland

February 2017 - present

Freelance translation/proofreading of marketing materials, press-releases, UI/UX strings, help guides, blog posts, medical documentation, product descriptions and many more.

Languages: Dutch, English and Polish.

RESOURCE COORDINATOR WITH DUTCH

Workforce Logiq, Warsaw, Poland

December 2017 - February 2020

Workforce Logiq is a global provider of workforce management solutions that help organizations achieve greater management and financial control of their workforce and talent supply chains. In my role I was responsible for managing inquiries from clients, suppliers and their employees via phone, email and chat. These inquiries concerned customer requisitions, resource / vendor enrollments, on-boardings, off-boardings, document collection, drafting employment agreements or work orders, project extensions, invoicing, expenses verification, timesheet adjustments, payment related issues.

CUSTOMER SERVICE REPRESENTATIVE WITH DUTCH

Solenis, Warsaw, Poland

January 2016 - November 2017

Solenis is a leading global producer of specialty chemicals for water-intensive industries. In this role, I was responsible for the administration of sales order process from order receipt through to delivery and invoicing. This involved entering customer orders in SAP, entering and invoicing customer contracts in SAP, resolving delivery issues and claims, creating credit and debit notes, responding to routine enquiries from customers, sales, manufacturing and transport companies.

TEAM LEADER / CUSTOMER SERVICE SPECIALIST / TRANSLATOR WITH DUTCH

BPO Poland, Warsaw, Poland

July 2013 - December 2015

B.P.O. Poland provides outsourcing services in the field of IT solutions, mass mailing, telephone customer service, business analysis, marketing, advertising in many languages for clients all over the world. As customer service specialist I was contacting individual clients by phone and actively selling them company's products. After 7 months I was promoted and become a team leader. In this role I was managing time and tasks assigned to the co-workers, motivating and coaching the team to achieve KPI targets, creating work schedules, preparing sale reports, recruiting and training new hires. Translating website content, product description, marketing texts.

STORE EMPLOYEE

Action BV, Apeldoorn, the Netherlands

May 2014 - April 2016

Action B. V. is a fast-growing, international non-food discounter that offers over 6,000 different items in their stores. I was there faced with tasks such as keeping the store full, clean and tidy, filling the shelves and mirroring the products, helping customers find articles and working behind the counter