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IZMAEL BARTOŠ

Customer Service Representative

OVERVIEW



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Poland
Turniejowa 59, Kraków

PERSONAL PROFILE AND PROFESSIONAL OVERVIEW

I am an experienced Customer Service Representative with several years of experience working on various international projects. Currently, I am employed at CCIG Group Poland, where I manage the C&A project, providing customer support in three languages: Polish, Czech, and English. My daily responsibilities include delivering high-quality service and effectively resolving customer issues.

Previously, I have worked on multiple projects such as Ionos.cz/sk, Orsay, NewBalance, and Hendi, where I gained extensive experience in customer service, technical support, and sales.

In addition to my full-time job, I run my own business specializing in advertising, SEO, web design, and graphic design. Graphic design is not only an additional source of income for me but also my greatest passion and hobby. In my free time, besides working on freelance assignments, I am actively learning new languages, currently focusing on Spanish.

Through my experience managing my own business and engaging with B2B clients, I have developed strong soft skills, including effective communication, client relationship management, negotiation, and strategic planning.



WORK EXPERIENCES

CCIG GROUP POLAND

SEP - 2020 - PRESENT

CUSTOMER SERVICE REPRESENTATIVE

- Currently working on the C&A project, providing customer service and technical support in Polish, Czech, and English.
- Previously worked on various projects, including Ionos.cz/sk, Orsay, NewBalance, and Hendi, where I handled customer inquiries, technical issues, and sales.
- Developed a deep understanding of different market needs and adapted customer service strategies accordingly.
- Achieved a high level of customer satisfaction through excellent service delivery across all projects.

KRAKÓW/WARSAW, POLAND

AMBITY!

DEC - 2021 - PRESENT

OWNER & FREELANCER

- Founded and manage Ambity! Sp. z o.o., a company specializing in freelance services.
- Create graphics and websites, optimize, and manage advertising campaigns.
- Work with B2B clients to provide customized solutions in digital marketing, design, and web development.
- Developed strong skills in client communication, project management, and digital strategy.

KRAKÓW, POLAND

4-ECO POLAND

JAN - AUGUST 2020

SALES REPRESENTATIVE

- Acted as a sales representative and consultant for B2C and B2B clients.
- Conducted phone sales and maintained customer relationships, contributing to increased sales revenue.

KRAKÓW, POLAND

JUMBO DISTRIBUTION

JAN - DEC 2017 - 2019

FORKLIFT DRIVER / SHIPPING SPECIALIST

- Operated forklifts, managed order picking, and handled shipping logistics.

BEILEN, NETHERLANDS

VODAFONE CZ

2016-2017

JUNIOR PHONE SALES REPRESENTATIVE

- Worked as a sales representative and consultant, focusing on B2C and B2B sales via phone.

OSTRAVA, CZECH REP.

PROOPTIMA

2015-2016

SALES REPRESENTATIVE

- Engaged in sales and consulting for B2C clients.

OSTRAVA, CZECH REP.



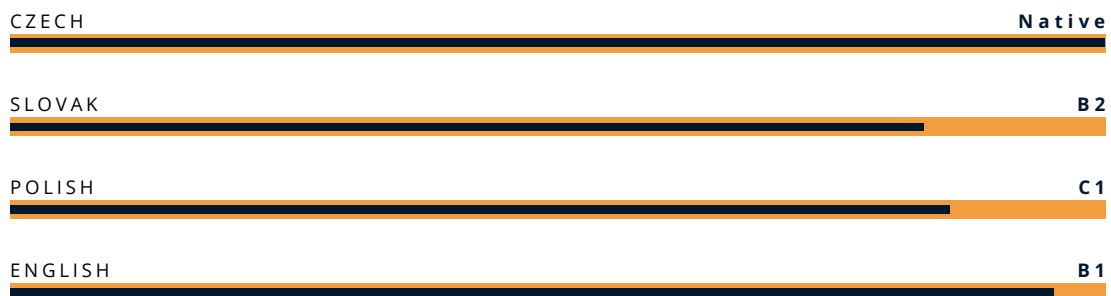
SKILLS AND QUALITIES

SOFT SKILLS

- Effective Communication
- Client Relationship Management
- Negotiation
- Strategic Planning
- Problem Solving
- Multilingual Support

HARD SKILLS

- Wordpress
- HTML/CSS (Beginner)
- PHP (Beginner)
- Google Analytics
- Google Adwords
- Facebook, Instagram Ads
- Snapchat Ads
- MS Office
- Linux OS
- Adobe XD
- Canva
- Figma
- Adobe Photoshop
- Adobe Illustrator
- Adobe ID
- Technical Analysis
- Market Research
- SEO on page and Off page
- Driving License, Category B



I am eager to bring my diverse skill set, passion for design, and experience in customer service and digital marketing to a dynamic team. I am always looking for new challenges and opportunities to grow professionally and contribute effectively. Thank you for considering my application; I look forward to the possibility of working together.



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