Emilia Szkup

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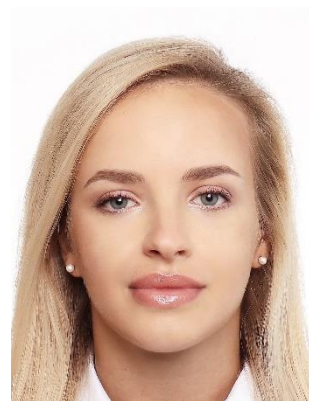
Education

Postgraduate studies   October 2021 – July 2022

Field of study: Visual data analytics
University: Warsaw University of Technology

Master of Science   October 2017 – November 2019

Field of study: Quantitative Methods in Economics and Information Systems
Type of study: full-time studies
University: Warsaw School of Economics

October 2013 – February2017

Bachelor of Science

Field of study: Management and Production Engineering
Type of study: full-time studies
University: Warsaw University of Technology

Experience

Enterprise Customer Success Manager, Ecologic.io   September 2022 – up till now

- Establishing and maintaining relationships with corporate clients,
- Implementation of Ecologic solutions for corporate clients,
- Conducting meetings and product presentations,
- Supervising pilot programs and implementations,
- Managing customer expectations and working with the product development department.

Customer Success Manager – Product Specialist, HeadUp Labs   April 2021 – September 2022

- Ability to understand customer requirements, and tailor-fit product capabilities and business relations accordingly, spanning various departments,
- ability to work in a fast-paced environment,

- conduct client orientation and support and advise them – and their members – on how to use the HeadUp's platform,
- conduct member service in Europe, including prioritizing and driving resolution on escalated customer issues,
- support customer implementation, rollout, and marketing and communications activities,
- Monitor and facilitate the customer's adoption of HeadUp's SaaS platform with an understanding of clients' overall business needs as they relate to HU platform,
- develop content for the platform, including localization in Polish,
- reporting to clients,
- managing user's tickets in Freshdesk platform,
- knowledge of CRM software – Salesforce.

Sales Administrative Support, AXA Partners S.A., Warsaw   October 2018 – April 2021

- Management of registration process of agencies and physical persons working as insurance agents,
- operating of specialized programs,
- supervising documents workflow,
- reporting and participation in agency exams,
- management of purchase requests, invoices and suppliers setting up in Financial System – ARIBA,
- preparation of IDD trainings for business partners and management of dedicated product training system.

Server, Grand Teton Lodge Company, USA   June 2018 – September 2018

Server and Busser, Grand Teton Lodge Company, USA   June 2017 – September 2017

- providing professional customer service,
- professional preparation of server's section.

Customer satisfaction survey consultant, AXA Assistance   September 2015 – July 2016
September 2016 – May 2017
November 2017 – May 2018

- Telephone contact with customer,
- quality research of assistance service,
- filling the assignments on matters of quality,
- creating scripts of calls for business customers, • preparing reports of customer satisfaction,
- complaints registration.

Apprentice, Mennica Polska S.A., Warsaw   August 2016 – September 2016

- Creating the reports for the maintenance department,
- work on the project of maintenance system organization at Mennica S.A.

Languages

- English   advanced
- Polish   native

Skills

Ability to learn quickly, active listening and motivate, leadership, team player and interpersonal skills, time management, troubleshooting, computer skills, customer service.

Personalities

Precision, punctuality, goal-oriented, determined.