

Justyna Cyran

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Address Str. S. Ilie Petre 4, Bucharest

Education

- ◆ 2012-07 - 2013-01 **Economics and Business Administration, Master of Science**
The Boleslaw Markowski Higher Trade School , Kielce
- ◆ 2007-10 - 2011-03 **Economics, Specialization: Transport and Logistics, Bachelor of Engineering**
The Boleslaw Markowski Higher Trade School , Kielce
- ◆ 2000-09 - 2005-06 **Electronics , Electronics Technician**
Electronic Technical School

Work History

- ◆ 2023-02 - present **IT Technician**
Everience, Timisoara
Troubleshooting and diagnosing hardware and software issues, setting up computer networks, remote installation, assisting employees and customers.
- ◆ 2021-06 - 2023-01 **Customer Care Representative**
Telus International Europe, Bucharest
Responded to customer needs through competent customer service and prompt problem-solving, logged call information and solutions provided into internal database, helped large volume of customers every day with positive attitude and focus on customer satisfaction, addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions, resolved concerns with products or services to help with retention and drive sales.
- ◆ 2015-05 - 2019-06 **Contract Manager**
Tegula Projekt , Zagreb
Trade representation on the Polish market.
Search for new suppliers among manufacturers, price negotiations, arranging business meetings, preparation of orders and export documentation, organizing logistics services including deliveries to warehouses and direct customers, invoicing, payment monitoring.
- ◆ 2017-05 - 2019-06 **Development Manager**
Piranit Sp. z o.o., Warsaw
Responsibility for: interviewing, hiring and training employees, conquering new clients and contracts, project management.
- ◆ 2012-11 - 2019-06 **Manager**
Rolling Tons, Wroclaw
Responsibility for HR, Trade, Controlling and Transport & logistics departments including total cost optimization.

◆ 2010-11 - 2012-11 **European Transport & Logistics Manager**
Amerpol Sp. z o.o., Mielec
Managing international transport and freight forwarding department, route and cost optimization, contract valuations, payment monitoring, fleet maintenance management.

◆ 2006-10 - 2010-10 **European Freight Forwarder/Transport Planner**
Jakontrans Association, Biala Podlaska
Management of fleet of 26 vehicles with double staffing, international forwarding, route and cost optimization, invoicing, payment monitoring, contract valuations.

Software

- ◆ Microsoft Office Suite
- ◆ ERP and TMS Systems
- ◆ Salesforce, ServiceNow, S-MAX
- ◆ Mechanical Desktop, AutoCad, Solid Works
- ◆ Logo Soft Comfort
- ◆ SAP

Languages

- ◆ English - fluent
- ◆ Polish - native
- ◆ French - B2

Skills

- ◆ Troubleshooting, diagnosis, maintenance, installation.
- ◆ Documentation and reporting, Till counting, Billing coordination, Complaint Resolution
- ◆ Custom order management, Cataloging, First Call Resolution, POS System expert
- ◆ Knowledge trees, Inbound Customer Service, Customer Relationship Management
- ◆ Recordkeeping strengths, Professional telephone demeanor, Stock management
- ◆ Warehousing functions, Key stakeholder relationship building, International sales support
- ◆ Receiving support, Sales expertise, Training development aptitude, CRM
- ◆ Strategic sales knowledge, Staff education and training, Shipping procedures understanding
- ◆ Knowledge and experience in Lean Manufacturing, KAIZEN, 3PL-7PL, B2B
- ◆ Knowledge of customs procedures
- ◆ Knowledge of CMR, ATP, ADR and TIR convention
- ◆ Experience in FMCG
- ◆ Experience in LTL, FTL, FCL, LCL, Groupage and Cross Trade
- ◆ Experience in cooperation with huge companies: Goodyear, Continental, Can-Pack, Harvey Norman Trading, Electrolux, Indesit, Onduline etc.

Courses

◆ **Pneumatics and electropneumatics**



AutoCad Designing

PLC programming (Siemens, Allen Bradley)

Electrical Installations

Labour Law

Effective Manager

The Art of Negotiation and Mediation

Administration Management

Human Resource Management

Strategic Management