



# JAKUB TOMASZEWSKI

## WORK EXPERIENCE

Now  
Feb 2024

### MANUAL TESTER

- ISTQB Certified Tester Foundation Level, Number: 24-CTFL-01957-USA
- Performing functional and usability testing on [utest.com](#)
- Reporting bugs and submitting test reports on [testbirds.com](#)
- Analyzing and reviewing product requirements
- Applying critical and analytical thinking into the testing process
- Demonstrating creativity and attention to details when creating test cases and test reports

Now  
Oct 2021

### SELLER SUPPORT ASSOCIATE WITH GERMAN, POLISH AND ENGLISH

Amazon, Berlin/Home office

- Multilingual support via e-mail, phone, chat: the fluency of 3 languages (Polish, German and English) on a communication level
- Helping both, B2B and B2C sellers with their queries related to technical requests connected to errors, software, product, brand, and logistics, including the appropriate escalation of seller's issues
- Actively seeking solutions through logical reasoning and data interpretation skills and identifying trends to appropriate channel including improvement suggestions
- Being IT savvy: handling ticketing system and internal programs to resolve sellers' problems
- Using communication skills when liaising with other departments such as Customer Service, Merchant Investigations, or Payments teams as required to resolve seller's issues and questions
- Demonstrating excellent time-management skills and the ability to work independently while using departmental resources, policies, and procedures

Jun 2021  
Jan 2020

### LOCALIZATION SPECIALIST & TRANSLATOR

Freelance

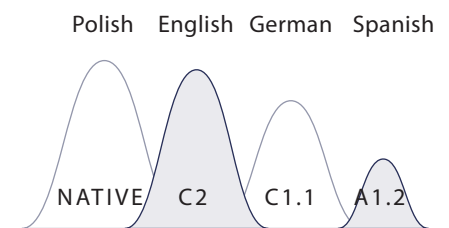
- Polish localization - adapting the language, appearance, and functionality of a product for Poland
- Writing, proofreading, and editing various types of quality, topic-oriented content in English, German and Polish
- Social media content creation, affiliate marketing, using most of the digital marketing tools (Microsoft Office Photoshop, Canva, Trello, Slack, Mailer Lite)
- Polish-English-German translations
- Creating transcriptions of the recordings in Polish
- Translating subtitles to the Polish language

## PERSONAL INFO

 [jakub.tomaszewski18@gmail.com](mailto:jakub.tomaszewski18@gmail.com)

 +49 157 347 44 512

## LANGUAGES



## SKILLS

ISTQB Certified Tester-  
Project management  
Teamwork  
Crisis management  
Time management  
IT: AutoCad, Microsoft Office  
Driving license: B

## INTERESTS

Travelling  
English football  
80s movies  
Intercultural exchanges  
Basketball

Dec 2019  
Dec 2017

## CUSTOMER SERVICE & HR ASSISTANT

Silverhad Personal Service, Cracow

- Communicating with customers through various channels.(f.ex.Sales Force, chat,telephone)
- Processing applications, and requests
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Database management
- Publishing job offers on the websites
- Assistance in recruiting employees
- Translation of the CVs to English and German

May 2016  
Jun 2017

## JUNIOR MARKETING SPECIALIST

Velis Real Estate, Cracow

- Competitor analysis - research the current market for similar products and compare results.
- Finding and reporting errors on product pages and company website
- Writing, proofreading, and editing various types of content: blog posts, case studies, social media posts, product descriptions, sales presentations (B2B sector, topics: real estate, IoT, property & facility management)
- Conducting websites analyses (Google Analytics, Google AdWords)
- Coordinating involvement in conferences, exhibitions and marketing seminars
- Creating a company newsletter (MailerLite, MailChimp)
- Social media management (LinkedIn, Facebook, Twitter, YouTube)
- Generating leads from online activities, conferences, trade shows, and events (real estate, IoT, property & facility management)
- Creating a company blog (Proptech.zone)



## EDUCATION

2017  
2015

### MARKETING

Cracow University of Economics, Master of Science

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2016

### ECONOMICS

University of Regensburg, Germany, Erasmus Programme

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2014

### INTERNATIONAL MARKETING

IBA, Kolding, Denmark Scholarship Velux

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2013

### ECONOMICS

Prague University of Economics, Czech Republic, Erasmus

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2015  
2011

### SPATIAL MANAGEMENT

Cracow University of Economics, Bachelor