



ID-59413 Magdalena

CUSTOMER SUCCESS MANAGER

PROFESSIONAL PROFILE

I am an energetic social educator with a history of high-quality work in multicultural environments and 10 years of experience in volunteering. Passionate about CS.

GET IN TOUCH!

Address: 28049, Madrid

ACCOMPLISHMENTS:

- I arranged day-camps for children in **Hungary** (2012, 2014), **Romania** (2013), and full-time voluntary work in **Mexico** (2015-2016)
- I doubled the number of followers of WMS fanpage in 6 months (2017)
- I won **CRS Masters Contest** at Henkel: 1100€ award for implementation of my own project: Meeting Creator – to be an effective meeting moderator (2018-2019)
- **7 years' scholarship** of "DNT" Foundation: en.dzielo.pl/donors/come-to-know-us/mag

SKILLS & ABILITIES:

- excellent language skills (native **Polish**, C1 certificates in **English** and **Spanish**, **basic Russian**)
- certified Applied Drama Coach (2016-2018)
- service-minded, proactive team-player
- goal-oriented focus and great interpersonal skills while working in a diverse environment
- Efficiency in Microsoft Office Package
- Patience, attentiveness, and flexibility

TOP 6 TALENTS:

by Clifton Strengths Finder: **Positivity**, **Developing others**, **WOO (winning others over)**, **Communication**, **Empathy**, **Strategy**

INTERN & VOLUNTEER

Human Rights Defender Office | 2012
Drama Practitioners Assoc. | 2013-2014
Drama Trainer, Leader | WMS | 2012-2019
Volunteer, Inf. Dep. | FDNT | 2009-2015
Spokesperson | Szlachetna Paczka | 2009-2014

CAREER HISTORY

CUSTOMER SUCCESS MANAGER ENTERPRISE IBERIA

Gamelearn | Apr 2021 - currently

CUSTOMER SUCCESS MANAGER

ODILO | Customer&Growth Department | Sep 2019 - Mar 2021

- Developing long-lasting and reliable relationships **with +100 Clients** from public libraries, K12, universities, and corporates (**Spain, EMEA, LATAM, Asia**)
- Maximizing Client's satisfaction by providing: **onboarding** and product **adoption**, marketing strategies, **training** sessions, **customer support**, business **reviews**, and **advisory** on applying the **best CS practices**.
- Increasing Client's loyalty and **expansion** by handling **renovations** and **upselling**. Working closely with Sales, AM, MKT, Content and Technical Dep.

CUSTOMER SERVICE SPECIALIST

Henkel | Adhesive Industry Department | Apr 2018 - Apr 2019

- I helped the company to maintain a trustworthy **client service**
- I kept good business **relationship** with internal and external clients
- I carried out ad hoc **requests** and **complaints** within **SAP, e-mail and phone**

JUNIOR ACCOUNTANT WITH SPANISH AND ENGLISH

Accenture | Nov 2017 - March 2018

- **Monitoring** the payables, incentive calculation and payments
- Customer service, **communication** with Business Partners
- I worked with MS Excel and **internal data systems**

PR & FUNDRAISING SPECIALIST, MANAGER

Missionary Volunteering "Salvator" (WMS) | Oct 2016 - Oct 2017

- I coordinated 120 volunteers from all over the country
- I identified internal needs and created **improvement systems** for the WMS
- I delivered excellent volunteer onboarding, development and training
- I recruited missionaries for projects abroad and evaluated their work right after
- I was in charge of public relations, **organising and leading meetings**, charity events
- Working as a volunteer's coach, spokesperson, journalist, HR generalist
- 30 performances in TV and radio programs, 10 articles for national magazines

SOCIAL EDUCATOR, LANGUAGE TEACHER

Caspio Academy Language School | *Aim for the stars Association Academy of Innovations Foundation* | Nov 2016 - Jul 2017

- Leading English **courses** for communities at risk of poverty or social exclusion
- Streetworking and extra-curricular activities with girls of age 8-14
- English and Spanish **classes** for children in kindergartens and nurseries

ACADEMIC BACKGROUND

UNIVERSITY OF WARSAW:

Social Prevention and Resocialization

- Bachelor's degree | 2010-2013
- Master's degree obtained with **Cum Laude** | 2013-2015

Ethnology - Bachelor's degree | 2009-2012

Culture animation&management - Specialization diploma | 2014-2016

UNIVERSIDAD AUTÓNOMA DE MADRID (ERASMUS+): Primary&Secondary Education | 2014-2015