

Dominika Walska

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Date of birth: 08.01.1994

City: Gdansk

Country: Poland



Objectives

I am looking for a Junior Front-end or Web Developer position where I could improve my skills and broaden my knowledge about building responsive web pages.

Education

October 2013 - June 2016

Jagiellonian University in Cracow
Swedish philology

Employment History

July 2021 - present

Senior Compliance Associate

Amazon Development Center Poland
Gdansk, Poland

- ❖ to identify and classify products on the Amazon Swedish Marketplace that can violate Amazon policies
- ❖ to ensure that the products Amazon sells are compliant with Product Safety requirements and regulations
- ❖ to check if all products are categorized in the proper way in the Amazon catalog and communicate with Rule Refinement Team to improve that process
- ❖ to improve and optimize company processes

March 2020 - June 2021

International Order Processing Specialist
Half-time job (in order to develop my side business)

Mitsubishi Electric Europe
Cracow, Poland

- ❖ to process orders for the customers and to keep them satisfied
- ❖ to deal with complex issues under the time pressure
- ❖ to contact internal offices and departments to ensure the best customer service
- ❖ to start and improve processes that will ensure more efficient customer service
- ❖ to provide high compliance to operational processes

April 2019 - February 2020

Coordinator for Customer Care in Scandinavian FA

Mitsubishi Electric Europe

- ❖ to recruit and teach the new team members and to delegate responsibilities to them
- ❖ to motivate and engage new associates in the team as well as help them to develop
- ❖ to make good timely decisions that let the customers run their business when critical event occurs (e.g. inverter is damaged and the product line stops)
- ❖ to deal with tough customers and find the best solutions for complex issues
- ❖ to contact internal offices and departments to ensure the best customer service

April 2018 - March 2019

International Order Processing Specialist

Mitsubishi Electric Europe

- ❖ to process orders for hundreds of Scandinavian customers in the SAP system
- ❖ to contact customers, distributors, and Scandinavian offices (situated in Sweden and Norway) via email and phone in Swedish and English
- ❖ to solve numerous issues regarding every step in the ordering process like speeding up the delivery of items that are not available in the warehouse, finding missing shipments, processing return orders, contacting salesmen regarding customer information, discounts
- ❖ to cooperate with the warehouse, Purchasing Department, Logistic Department, etc. to provide the best service for the customers

July 2016 - March 2018

Junior Order Processing Specialist

Mitsubishi Electric Europe

- ❖ As above

September 2018 - February 2021

Founder and owner

**Szklany Składzik - zero-waste online shop with natural cosmetics
Cracow, Poland**

- ❖ to start an online shop and provide a professional and functional site
- ❖ to find and cooperate with manufacturers
- ❖ to add around 900 products with the descriptions to the online shop
- ❖ to manage the stock, pack, and ship customers' orders
- ❖ to contact the customers across all channels (phone, mail, Social Media) and deal with complaints
- ❖ to meet with the customers face to face during the trade fairs in Cracow
- ❖ to sell the business and transfer know-how to the new owner

Languages

- ❖ **Polish:** C2
- ❖ **English:** B2/C1
- ❖ **Swedish:** B2
- ❖ **Norwegian:** A2/B1
- ❖ **German:** A2

Training Courses and Certificates

- | | |
|---------------------|--|
| ❖ 01/2018 | Microsoft Excel 2010- intermediate course |
| ❖ 02/2018 | MS Outlook 2013 with practical elements of time management |
| ❖ 08/2021 | SheCodes Basic (Basic knowledge of HTML, CSS and JavaScript) |
| ❖ 09/2021 - 12/2021 | SheCodes Plus (API, GitHub, Bootstrap, hosting) |
| ❖ 01/2022 | SheCodes Responsive (Flexbox, Responsive design, SEO) |

Professional Skills

- ❖ Practical experience in using **HTML, CSS** and **JavaScript**
- ❖ Knowledge of **Bootstrap, Responsive design** and **SEO**
- ❖ Familiarity with **API, GitHub, Figma**
- ❖ Practical experience in using **SAP system**
- ❖ Familiarity with **MS Excel 2010**

Hobbies & Interests

- ❖ For 2 years I was a member of Toastmasters Kraków English Speaking Club where I learned public speaking and leadership skills. Moreover, I was a Vice President of Membership and Vice President of Education who was responsible for welcoming, mentoring, and engaging guests and members
- ❖ I love to make natural cosmetics and natural household chemicals. I am especially enthusiastic about essential oils and aromatherapy
- ❖ Privately, I am interested in a healthy lifestyle, meditation and pole dancing