

# MAGDALENA KAMIŃSKA

## CONTACT

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🌐 linkedin profile

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## PROFESSIONAL SUMMARY

Experienced in customer services with extensive knowledge of teamwork. Strongly motivated, goal-oriented and committed, multi-tasker.

Able to adapt to challenges as they arise and provide solutions.

I'm a passionate person with lots of interests, such as IT, aviation, travels, photography and graphic design.

## KEY SKILLS

- Excellent customer service skills
- Teamwork Skills
- Problem Solving
- In-depth IT knowledge
- Photo taking and processing
- Website creating based on CMS Wordpress

## DRIVING LICENCE

A & B

## WORK EXPERIENCE

### **IT Service Desk Specialist • Service Desk • Nordea 15.09.2021 – present**

- Supporting Nordea employees
- Performing 1st line support, including: diagnosis and resolution wherever possible, solving technical issues
- Receiving, logging, classifying and prioritizing incidents

### **Service Desk Specialist • User Administration • FUJITSU 15.02.2021 – 31.08.2021**

- Security management of the Active Directory and Azure Active Directory – maintenance of accounts, groups, shared areas, etc. in accordance with standards and policies
- Ensure SLA's and business requirements delivery in line with industry standards, policies and audit needs.

### **Service Desk Specialist • Service Desk • FUJITSU 21.09.2020 – 14.02.2021**

- Supporting Fujitsu business customers from UK
- Dealing with phone/emails/chats request
- Performing 1st line support, including: diagnosis and resolution wherever possible, solving technical issues
- Receiving, logging, classifying and prioritizing incidents

### **Cabin Crew – Flight Attendant • RYANAIR 10.2018 – 09.2020**

- Maintaining the highest industry safety standards whilst providing the best in class customer service
- Displaying consistent excellent teamwork skills
- Training new joiners in customer service skills, emergency management, and safety standards on board Ryanair flights.

### **Office Manager • Mountain Freaks – Mountain Travel & Adventure Agency in Georgia 8.2017 – 11.2017**

- Managing office work, organizing trips in Kazbegi region and expeditions for clients willing to reach kaukasus summits e.g. Kazbek, Elbrus
- Cooperating with mountain guides

### **Graphic Designer • AMEET books for children publisher 2011 – 2018**

- Designing covers and pages for children books and preparing them for printing purposes; working and designing based on Disney, Nickelodeon, Mattel, Hasbro, Dreamworks, Marvel, LEGO license guidelines.

### **Owner • MOARE 2011 – 2018**

- Managing and creating graphic projects for several companies, e.g. PBC, AMEET, Regałka.pl, Instytut Maszyn Matematycznych, Mountain Freaks
- Creating various types of design projects: web and books layouts, logos, internet and press ads, taking ad and art pictures, photo retouching.

### **Graphic Designer • Infor Ekspert 09.2010 – 01.2011**

- Creating various types of design projects for newspaper "INFORMator Prawno-Podatkowy" and portal www.ipp24.pl

### **Graphic Designer and Marketing Specialist • Polskapresse**

#### **Warsaw branch 02.2008 – 08.2010**

- Managing and designing corporate projects and preparing them for printing purposes, e.g. CD's and books covers, posters, leaflets and other marketing gadgets added to the newspaper
- Creating newspaper and internet ads; cooperating with advertising department and marketing managers

# MAGDALENA KAMIŃSKA

## EDUCATION

The Wladyslaw Strzeminski Academy of Fine Arts and Design in Lodz (Poland) [2011-2013](#)

**The degree awarded: Master's degree, the final grade: very good**

Faculty of Visual Arts, specialization in Visual Projects

European Center for Teachers' Improvement [2009-2010](#)

**Pedagogical qualifying course**

Obtained qualifications: Pedagogical

The Academy of Information Technology in Lodz (Poland) [2007-2010](#)

**The degree awarded: Bachelor's degree, the final grade: very good**

Graphics Faculty, Specialization in Graphic Design

Communication Technology Secondary School in Lodz (Poland) [2002-2006](#)

**Technician, specialization in Teleinformatics Systems**

## TRAININGS AND CERTIFICATIONS

**German** intensive language course [05.2021-present](#)

**Cabin Crew Attestation 2018**

Skills course: **"Creating pages based on CMS WordPress"**, organized by wplazielonych.pl [2017](#)

Business training: **"Managing Yourself"** organized by BrainStream [2016](#)

Drawing training with **Ulrich Schröder** [2012](#)

## PARTICIPATE IN CONTESTS

XXVII National Art Photography Salon in Żary 2017

Result: Nomination to award for the photos series „Gergeti” [2017](#)

XXVI National Art Photography Salon in Żary 2016

Result: Nomination to award for the photos series „Portal Lwów” [2016](#)

**Scholarship of the Minister of Science and Higher Education in Poland for outstanding achievements** [2013](#)

## VOLUNTEERING

Preparation and participation in the "Harvest Lanterns" event, organized by B-Arts foundation,

Stoke-on-Trent, United Kingdom, [2011](#)

## LANGUAGES

ENGLISH - fluent | GERMAN - beginner (currently participate in the intensive German course) | POLISH - native

## INTERESTS

IT, aviation, traveling, photography, mountain hiking, astronomy, graphic design.

In accordance with art. 6 (1) a and b. Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) hereinafter 'GDPR'. I agree to have: my personal data, education and employment history processed for the purposes of current and future recruitment processes in Nordea Bank Abp. The administrator of your personal data is: Nordea Bank Abp operating in Poland through its Branch, address: Aleja Edwarda Rydza Śmigłego 20, 93-281 Łódź. Your personal data will be processed for the recruitment processes in Nordea Bank Abp. You have a right to access your personal data, right to rectify and right to delete. Disclosing the personal data in the scope specified by the provisions of Polish Labour Code from 26 June 1974 and executive acts are mandatory. Providing personal data is necessary to conduct the recruitment processes. The request for the deletion of your personal data means resignation from further participation in recruitment processes and causes the immediate removal of your application. Detailed information concerning processing of your personal data can be found at: <http://www.nordea.com/images/33-355365/nordea-com-careers-job-pl-en.pdf>