



Izmael Bartoš

Customer service Representative

Contact

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Professional Summary

My name is Izmael Bartoš, and I'm the one you're looking for.

I currently work in the IT field for companies by the names of ionos.cz and ionos.sk. You can find me on livechat from Monday to Friday on their web sites. Feel free to contact me there.

I have gained a lot of experience in the past two years that I have been working here. I have learnt how to communicate with all kinds of clients with all sorts of problems. As you can imagine, trying to explain a solution well, to a person that does not understand the technology, can be a real challenge sometimes.

Despite that, thanks to my friendly character and the ability to actively listen, learn and adapt to the situation, helping clients have become my pleasure.

My daily tasks include live chats, emails, phone calls and daily reports.

The majority of my clients are Czechs or Slovaks, I communicate with them mostly in Czech language (my native language), on the other hand I speak Polish with the management and English with the technical and financial department.

I really like this job. I like to keep positive, professional, long lasting relationships with clients, my aim and my own satisfaction is to have satisfied customers..

During the last year, I have also worked on two different projects on the same client support position, but only as back-office assistant.

I helped clients with issues on e-commerce platform - orsay.com and jtmm.de

Here I solved different types of problems, complaints and refunds, this included things like trying to find the right size of clothes, which did not interest me as much, but I was still happy to help.

Before working for the current company, I have worked as a sales representative for a solar energy company by the name of 4-eco.pl

The main task of my work was to acquire new clients (B2C, B2B) and create business offers according to customer needs.

While living in the Czech Republic, I have also gained some experience in two other jobs related to client service and sales.

I worked for Vodafone as a telephone seller in telemarketing.

My job was to contact clients and offer them new products or renewal already existing contracts.

This work was hugely beneficial for me, as I have experienced cold calls and many other skills for the first time.

My first work experience in sales was door-to-door selling of perfumes for the company ProOprima. Although it was not the best job I have ever had, it opened my eyes to a whole new world of opportunities, and I have gained more confidence in sales and and contact with clients.

Work Experience

1.9.2020 - present / Krakow / Warsaw , Poland

Customer service Representative – CCIG Group Poland

• Customer service • Customer support service • Technical support

This work gave me a lot!

Thanks to this job I have learned that I prefer to try and help my clients to solve their problems, rather than selling them products.

My main role here is to help clients solve technical problems, explain technology and advise them on how to choose the best product and software solutions.

I mainly work with Czech and Slovak clients.

The main project: lonos.sk / lonos.cz

Back-office: orsay.com/ jtmm.de

CRM: citrix, salesforce, aroma, jira.

CMS: Wordpress, Prestashop, Drupal.

Other: livechat.com, mattermost, IVRManager, MySQL.

1.1. 2020 – 25.8. 2020 / Krakow, Poland

Sales representative - 4-eco poland

• Sales representative • Sales consultant • Phone sales • B2C/ B2B

Working for 4eco as a solar panel dealer was really hard, due to the ongoing pandemic and the worldwide panic and lockdowns. The pandemic was the main reason why I wanted to leave this job, and as there was no possibility to switch to home office, I had no other choice but to leave.

My daily task was to acquire new clients and make offers according to customer needs. This included amongst other things telephone and email contact with the client and concluding contracts.

12.1.2017 - 24.12.2019 / Beilen. Netherland

Order picker/ reach truck driver - Jumbo Distribute center. Adecco.

• Forklift Driver • Order Picker • Shipping Specialist

Although working in a warehouse might seem boring, this job actually suited me pretty well. Working in the Netherlands was also an opportunity to earn better money than in the Czech Republic.

My task was to collect products and prepare them for export to the store and also putting down the pallets, using a forklift.

I learned to better plan expenses and to save money.

I also learned to speak Polish very well and to understand Dutch a bit.

Soft skills

- Creativity
- Active listening
- Communications skills
- Customer service
- Flexibility and adaptability
- Critical thinking and problem solving
- Fast learning
- Fast typing

Hard skills

- Citrix
- Salesforce
- Aroma
- Jira
- Wordpress
- Prestashop
- Drupal
- Mysql
- Html/css – beginner
- Php -beginner
- Google Analytics
- Google Adwords
- Facebook, Instagram Ads
- Snapchat Ads
- Ms office
- Google docs
- Google drive
- Linux OS
- Adobe XD
- Canva
- Figma
- Adobe Photoshop
- Technical analysis
- Market research
- Drive licence cat. B

Languages

- Czech-native
- Slovak – B2
- Polish – B1
- English – B1
- Russian -A2
- Dutch – A1

2016-2017 / Ostrava, Czech Republic

Junior phone sales representative - Vodafone CZ

• Sales representative • Sales consultant • Phone sales • B2C/ B2B

Typical call-center work in open office, daily sales targets, a large team of people, racing for first place on the board with best seller, for a win a cap or pencil with corporation logo.

My task was to acquire clients from competing telephone operators and to renew contracts with regular clients.

I have learned cold calling techniques and how to better listen to the needs of clients.

2015 -2016 / Ostrava, Czech Republic

Sales representative - ProOptima

• Sales representative • Sales consultant • B2C

It is said that most professional sellers started their careers with the door-to-door experience.

Even though I only had two tasks in this job, that is, to look good and sell well, door-to-door sales have given me a lot of experience that can be used on the daily bases.

I have learned the basic sales practices and gained much more confidence in myself.

