



Alicja Yorgancilar

CONTACT

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📍 Krakow

SKILLS & PAST RESPONSIBILITIES

- Customer Success
- Attention to Detail
- Eagerness to Learn
- Knowledge of software products
- Digital Marketing
- Analyzing data and providing insights
- Adobe Photoshop
- MatLAB and Excel
- Project Management

EDUCATION

- **AGH University of Science and Technology**
Mechanical and Materials Engineering

CERTIFICATES

- **B2B Sales Foundations** | LinkedIn Learning
- **Account Management: Maintaining Relationships** | LinkedIn Learning
- **Autodesk Fusion 360**

WORK EXPERIENCE

- **2023- Present | Customer Support Specialist (VIP/ULTRA)**
Revolut | REMOTE
Providing customer service for VIP customers, assisting in the implementation of new policies and procedures.
- **2022- 2023 | Customer Support Specialist**
Revolut | REMOTE
Providing customer support to clients by addressing inquiries, resolving issues, and maintaining positive relationships.
- **2021-2021 | Contact Centre Representative**
Aon Sp. z o. o. | POLAND
Answering queries via mail and calls & Collaborating with different departments in order to solve the query
- **2020-2021 | Graphic Designer**
Raciborska Piwnica | POLAND
Designing posters and promotional leaflets